

## Giving us Feedback

Please let us know as many details as possible, who was involved, the time, the location.

Feel free to write your comments on our service below.

Return to:  
Freepost  
Derbyshire Fire & Rescue Service

Tel: 01773 305 305



Derbyshire  
Fire & Rescue Service  
Making Derbyshire Safer

**COMPLAINTS?  
SUGGESTIONS?  
FEEDBACK?**

Please let Derbyshire Fire & Rescue Service know what you think.

[www.derbyshire-fire.gov.uk](http://www.derbyshire-fire.gov.uk)

Derbyshire Fire & Rescue Service take your views seriously. We want to know what you think so we can improve.

Feedback is very important to let us know what we are doing right or what we could do better.

If you have a complaint we will try and resolve it. It is best if you talk to the people concerned straightaway.

If you are not happy with our response or want to make a formal complaint please telephone or write to our Area Office (*contact details below*) or Headquarters (*back page*).

We will acknowledge your complaint within three working days and give you a full response in twenty working days. If that is not possible we will let you know when we will reply.

If you are still unhappy, we will tell you how to take the complaint further.

Interpreting services are available on request.

A white silhouette of a fire engine, facing right, with a ladder on top and a hose reel on the side. The text 'DFRS Area Offices' is printed in red on the side of the engine.

# DFRS Area Offices

## **Derby City, South Derbyshire, Erewash and Amber Valley**

Ascot Drive Community Fire Station  
Derby  
DE24 8GZ  
**Tel: 01332 777850**

## **North East Derbyshire, Chesterfield and Bolsover**

Chesterfield Community Fire Station  
Spire Walk Business Park  
Braidwood way  
Chesterfield  
Derbyshire  
S40 2WH  
**Tel: 01246 223500**

## **High Peak and Derbyshire Dales**

Buxton Fire & Rescue Centre  
Staden Lane  
Buxton  
Derbyshire  
SK17 9RZ  
**Tel: 01298 608720**