Complete this form when you want to raise a complaint about the behaviour or conduct of Fire and Emergency personnel, or ask for advice about an incident or issue, or make enquiries about the process. Send it to [BCO@fireandemergency.nz](mailto:BCO@fireandemergency.nz).

We will collect and hold the personal information you provide on this form, so we can contact you about your complaint and determine the next steps for resolving it.

Information about your complaint, including any personal information you provide, will only be shared outside of the Behaviour and Conduct Office where:

* it is necessary to respond to your query or resolve your complaint, and
* you have given your permission, or
* there is a risk of harm to you or someone else.

Any information used for monitoring, case assessment or reporting purposes will be anonymised.

If you wish to remain anonymous, or would not like your information shared further, please state this in the details of your complaint. Note that this will limit the degree to which your complaint can be addressed. If you would like to know more about this, please email [BCO@fireandemergency.nz](mailto:BCO@fireandemergency.nz)

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Your details | | | | | | | |
| Name: |  | | | Role title: | |  | | |
| Org unit: |  | | | Brigade/Region: | |  | | |
| Phone number: |  | | | Email address: | |  | | |
| Personnel classification: | Employee | Volunteer | | | Contractor | | | Public |
| I am contacting the Behaviour and Conduct Office: | to raise a complaint about a specific issue/incident  Complete all sections except for the General queries section | | to seek advice about a specific issue/incident  Complete the Details of the issue/incident section | | | | to seek general information  Complete the General queries section | |

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|  | Details of the person whose conduct you are complaining about | | | | |
| Name: |  | | Role title: |  | |
| Org unit: |  | | Brigade/Region: |  | |
| Personnel classification: | Employee | Volunteer | | | Contractor |

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|  | Details of the issue/incident | |
| Does this issue/incident involve you directly? | Yes, the issue/incident involved me directly | No, I am reporting an issue/incident that I witnessed or have become aware of. |
| What has happened? | Include details of the incident, when it happened and where. | |
| Who was present or involved? | Who was present when the issue/incident occurred? Who else was involved? | |
| Why do you think this was an issue? | Why do you think it’s bullying/harassment/victimisation? | |
| Impact | What has been the impact of this incident on you or others? | |
| Actions taken | What action have you taken in relation to the incident? | |
| Desired result | What would you like to happen as a result of your complaint? | |
| Have you raised this issue previously? | No  Yes. Please provide further details, including who the issue/incident was raised to, the response received and any action taken. | |

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|  | General queries |
| If you would like general information, please give details for your query. | |
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