



DEFEND CONTROL JOBS
AN INJURY TO ONE IS AN INJURY TO ALL

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TO: ALL MEMBERS

Dear Brother / Sister

INTERNAL FBU COMMUNICATIONS

FBU members will often have queries, concerns or require information. In order to secure the advice they require, or to voice that concern, members are reminded that they should raise any concerns and/or seek information from their Branch Secretary or Chair.

The FBU has a large structure of officials to deal with the many aspects of the Union's work, and to deal with members' issues and problems. If an official can not deal with an issue, they can and do raise the matter at the next level, in order to get the guidance or information they require. If the Branch Officials are unable to provide information, they can and will seek advice from Brigade Officials. In turn, any matters which they are unable to deal with will be raised by them with Regional Officials. Regional Officials and Executive Council members will raise any matters on which they require information, with National Officials.

This mechanism ensures that :-

- The officials "on the spot" who invariably will be the ones to progress matters, are aware of the issues.
- Local Officials can quickly identify common concerns/issues.
- That intermediate level officials are able to identify information needs that they have, in order to be able to assist other members in the future.
- That members are provided with information quickly

From time to time, members and officials have contacted Head Office, seeking advice or information. FBU staff members do not have in-depth knowledge of FBU or Fire Service issues, such that they can give definitive or policy-based answers to members. There have been examples of members who have decided to call Head Office in the expectation that there will be an official available to deal with their query, and found this not to be the case. On occasion, this has resulted in inappropriate remarks or tone being used, as a result of the frustration of the member.

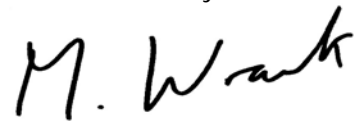
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We expect that anyone, especially members and officials of the FBU, when calling Head Office, to ensure that they treat and speak to staff with dignity and respect. Whilst we understand any delays in receiving information or answers can be frustrating, these frustrations should not be vented in the manner in which staff members are spoken to.

As I am sure you will agree as FBU members, we would not accept it from Fire and Rescue Service management.

With best wishes.

Yours fraternally

A handwritten signature in black ink that reads "M. Wrack". The signature is written in a cursive, slightly slanted style.

MATT WRACK
General Secretary

AD/jh