

Corporate Policy-04

**South Wales Fire and Rescue Service Policy on
Communications, Consultation and Engagement**

(Responsible Director: DCO Corporate Services)

The Service recognises that effective communication, consultation and engagement with our staff, partner organisations and the communities we serve can help shape service delivery to meet ever evolving requirements and drive improvements and efficiencies throughout our Service.

In order to achieve this, the Service is committed to develop strategies, plans and procedures across all areas of its business to ensure:

- Robust upwards, downwards, sideways and external channels of communication are encouraged.
- Updates, communication, engagement and consultation is carried out with employees, partner organisations, the public and representative bodies as appropriate.
- Any complaints are fully investigated and concluded in a timely manner.
- Periodic evaluation of the effectiveness of communication methods in use.

Signed:.....
DCO Corporate Services

Date: 16th January 2017