



BURNEY FIRE PROTECTION DISTRICT

Administrative Instruction

Page 1 of 4

Approval level: Board Fire Chief

ADMINISTRATION

SUBJECT: CITIZEN CONCERNS AND COMPLAINT RECORD FORM

Issued: 12/08/2004

Revised: 00/00/00

PURPOSE

It is the mission of the District to enhance the quality of life in the community through a commitment to excellence in the professional and courteous delivery of fire services while operating under the framework of the Federal, State, and local laws in enforcing laws, reducing fear, and preserving life and property.

All citizen concerns and/or complaints regarding District members and/or services will be addressed in a prompt, courteous, and positive manner.

Citizen concerns and/or complaints range from individual performance or non_performance to the overall level of service delivery provided. The District will attempt to resolve complaints and/or concerns at the lowest appropriate level in the District.

POLICY

Procedure

All complaints and/or concerns will be documented on a Complaint Record Form. The form will be filled out as completely as possible, and the completed form will be forwarded to the Fire Chief for investigation.

Each complaint received by the District will be investigated thoroughly and promptly. Regardless of severity, each complaint should be regarded as an opportunity to examine our customer service at the point of contact.

Unless the complainants request not to be contacted, the investigating officer shall contact the complainants as soon as possible to inform the complainants that their concern is being addressed. Upon contact, the following steps should be performed:

- Inform the complainants of your name and rank and how you relate to the area of concern.

- Restate the complaint as you understand it
- Ask if your understanding of the complaint is correct.
- Reconcile any discrepancies.
- Ask complainants if they would like you to contact them when the investigation is complete.
- **THANK THE COMPLAINANTS FOR BRINGING THEIR CONCERNS TO YOUR ATTENTION.**
- Interview the individual/crew that the complaint was lodged against, and document the results.
- Discuss the call/incident that generated the complaint.
- Ask if anything unusual occurred.
- Describe the incident as related the complainant.
- Discuss any discrepancies.

Disposition

After considering all available information, the investigator will make one of the following determinations:

- **UNFOUNDED** The alleged act or incident did not occur.
- **EXONERATED** The act occurred but was justified, lawful, and proper.
- **NOT SUSTAINED** The investigation produced information insufficient
- **SUSTAINED** All or part of the act occurred as alleged. (A finding substantial fact in support of reasonable proof.)

Documentation

The investigator will provide written documentation of his actions, stating the facts that include the statements of the individual/crew. In some cases the investigator will need to obtain written statements from the individual/crew which will be attached to the Complaint Record Form.

Follow Up

After the investigator has determined the appropriate finding, a meeting should be held with the individual/crew named in the complaint along with a representative, if requested. The purpose of the meeting is to discuss the finding and any pertinent information. If corrective action is required, it will be outlined at this time. Many complaints will fall in the *NOT SUSTAINED* and *EXONERATED* category. These incidents should be thoroughly examined from a customer service point of view. The focus of the discussion concerning these incidents should be on how future encounters of a similar nature might be handled to avoid creating unhappy customers.

If the complainants requested follow up, the investigator should thank them for sharing their concerns and advise them that the complaint was investigated and proper action was taken.

THE COMPLETED COMPLAINT RECORD FORM AND ALL ATTACHMENTS WILL BE FILED.



BURNLEY FIRE PROTECTION DISTRICT

CITIZEN CONCERN COMPLAINT RECORD FORM

To file a concern or complaint, please complete all items on this form describing briefly the incident that involved you and a member or members of the Burney Fire Protection District. An investigator will review the completed form and speak with you.

Today's Date: _____

Your Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Home Phone: _____ **Work Phone:** _____

PROVIDE AS MUCH INFORMATION AS YOU CAN ABOUT THE INCIDENT

Date of Incident: _____ **Time:** _____

Place: _____

Name of District member or members involved: _____

Witnesses to Incident:

Name	Address	Phone
_____	_____	_____

