

**RULES & REGULATIONS
CUSTOMER COMPLAINT & INTERAGENCY CONFLICT RESOLUTION**

CHAPTER 7.20

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| Issued: May 15 | Revised: January 2018, September 2021 |
| Submitted by: District Chief | Approved by: Chief of Fire rescue |

PURPOSE

To maintain a high level of public confidence and trust in Alachua County Fire Rescue, all complaints shall be investigated and resolved as quickly as possible with follow up correspondence to the complainant.

POLICY

This policy shall be followed for all complaints against Alachua County Fire Rescue and its employees. Citizens complaining anonymously will be advised that we cannot react to anonymous complaints. However, the Department may choose to inquire into any complaint regardless of the source. Additionally, this policy shall be followed for all interagency complaints from our employees against another agency.

PROCEDURE

All complaints should be forwarded to the appropriate on duty District Chief for follow up. The District Chief will log the complaint in the daily shift report and station logbook. The District Chief will contact the complainant for details of the complaint and will have the crew member(s) involved provide a written synopsis of the events. The District Chief will forward all information on the complaint to the Chief and Deputy Chief via email. If additional investigation is necessary, it will be referred to the Fire Marshal for follow-up.

Once the inquiry is complete and action taken, if necessary, the complainant will be contacted with the results. A written summary will be provided to the complainant either by email or certified letter. The Chief's Office shall enter the complaint into the Complaint Tracking Log. The complaint will be kept on an excel spread sheet, to improve future customer service delivery and recognize any possible trends which need to be improved upon.

The following information shall be obtained from the person making the complaint:

- A. Nature/Description of the complaint
- B. Location of incident, date and time
- C. Names of employee(s) or unit (s) involved
- D. Contact phone numbers, email and mailing address
- E. Name of complainant, agency and rank (if applicable), and any witness(es)
- F. Name / Rank of who received initial complaint

INVESTIGATIONS

The Chief shall assign an investigating officer to conduct a formal or informal investigation. The inquiry shall be completed with recommendation for the appropriate action to be taken. The Chief will review the facts and recommendation(s), and make the final decision or follow up action(s) if deemed necessary. Upon resolution of the complaint, the Chief or designee will contact the complainant via certified letter with the findings. A written summary will also be provided to the complainant either by email or certified US mail. The complainant will be advised that the initial inquiry may take up to 30 days and no information will be given to the complainant until the inquiry has been completed. In the event the inquiry takes longer than the initial 30 days contact will be made in writing (letter / email) advising the complainant that the inquiry is still ongoing.

[Complaint Form](#)