

STANDARD OPERATING GUIDELINES

Organization

Chapter: **IV - General Administration**

Subject: **Citizen Complaints**

Code: **1-IV-10**

New: **09/26/06**

Supersedes: **Previous**

10.01 PURPOSE

- A. To assure that all citizens'/vendor requests are handled in a timely, equitable, courteous and sensitive manner.
- B. This procedure is designed to assist Citizen's/Vendors with a high level of service, and eliminate the possibility of citizens'/vendor complaints/request not receiving proper attention.

10.02 POLICY

- A. The Boards Office shall be responsible for receiving and processing the requests and complaints of citizens/vendors that relate to the functions of the Fire District.
- B. Requests or complaints will be assigned by the Boards Office to the appropriate Chief or Commissioner for a timely response.
- C. Each District response will be reviewed by a Board representative to insure that it is complete, equitable, and consistent with Board policies.
- D. The affected party is responsible for contacting the citizen by phone, in person, or by letter within ten (10) working days following the receipt of the complaint.

10.03 DEFINITIONS

- A. Request for Service or Complaint
A citizen inquiry that relates to the functions of District operations.
- B. (RFS) Request for Service
Form upon which relevant portions of a citizens' request/complaint are written and forwarded for division response.
- C. Request Coordinator
Administrative Assistant to the Board.
- D. Request Number
Composed of the calendar year and the chronological number of the request. Example 2003-001.
- E. Ten Day Due Date
The date on which the citizen is due a response to his/ her request or complaint. Only actual working days will be counted (weekends, holidays excluded).

10.04 RESPONSIBILITY

- A. Requests/complaints received by the Boards Office will be processed and forwarded to the appropriate Chief or Commissioner.
- B. Citizens'/vendor's request and complaints concerning the receiving division will be processed according to procedures outlined in Section 10.05.
- C. Each request shall be analyzed and the citizen/vendor answered within ten (10) working days from the date on which he/ she first contacted the Board. The Administrative Assistant to the Board shall be informed of all delays in response. When a period longer than ten (10) working days is required for response, the citizen/vendor must be contacted by the division and given a new response date which shall not extend any longer than an additional ten (10) working days.

10.05 PROCEDURE

- A. A request/complaint may be received from a citizen by telephone, letter, or in person by the Boards Office.
- B. The Boards Office will complete all relevant portions of the Request for Service form.
- C. The Administrative Assistant shall notify the citizen/vendor that a response to his/her complaint will be made in ten (10) working days.
- E. The Administrative Assistant will forward the Request for service form to the appropriate Chief/Commissioner.
- F. The receiving individual shall respond to the complaint/request within ten (10) working days. If legal review is required, the Board President shall be advised along with the Boards legal counsel for review.
- G. The Chief/Commissioner will complete the remainder of the Request of Service form after responding to the complaint and transfer a copy of the completed form to the Board
- H. All departmental responses will be in accordance with Boards policies and procedures to insure equitable disposition of all requests. All answers must be as complete as possible. What action, if any, will be taken and the date by which the action will be taken must be included.
- I. Should a response appear not to be in accordance with Board policies and procedures instituted to insure equitable disposition of all requests, the Citizen's/Vendors Request Coordinator will so notify the Board and will receive advice from the Board in not more than three (3) working days.
- J. The District's reply must always be given to the citizen by a District representative. This reply can be given in writing, over the phone, or in person. However, the date and nature of the response must always be recorded on the Request for Service form.

Approved:

Date:

District Chief:

Date:

Company Chief
