



# **Hillsborough County Fire Rescue**

## **POLICIES AND PROCEDURES MANUALS RULES & REGULATIONS**



SECTION: Administrative Policies  
SUB-SECTION: Administration - General  
POLICY TITLE: Citizen Complaints  
POLICY NUMBER: 100.10  
AUTHORIZATION: William L. Nesmith

EFFECTIVE DATE: 1 March 2010  
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William L. Nesmith, Fire Chief

1. Any department member receiving a complaint (whether from a citizen, patient, bystander, physician, or any other person) shall:
  - a. Document the calling party's name, address, and phone number.
  - b. Advise the calling party that you are passing their concern or complaint on to your immediate supervisor and that the supervisor will be getting back in contact with the caller promptly.
  - c. Provide this information to their Battalion Chief immediately.
2. Battalion Chiefs will initiate a tracking form and submit it up the chain of command as indicated.
3. All complaints will be investigated by a Battalion Chief in as prompt a manner as possible. Additional personnel may be utilized as necessary.
4. If a complaint has been filed against you, do not under any circumstances contact the complainant.
5. Any reports requested by your Battalion Chief must be completed and delivered in a timely manner.
6. Complaint investigations will not be discussed with individuals not directly involved with the complaint or investigation.
7. If someone complains directly to you and is not satisfied with your response, politely refer them to your superior officer and follow all guidelines set in paragraph 1 above.