



# POLICY MANUAL

## Personnel - Discipline

### Citizen Complaints

Revised: 04-21-06

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1.0 Purpose: Citizen Complaints.

1.01 Scope: All Fire Department Personnel.

#### 1.02 **GOAL**

It is the policy of the Clovis Fire Department that all members will respond to the public in a courteous, caring and appropriate manner. The Clovis Fire Department will respond courteously and positively to all citizen complaints regarding its members and/or services.

#### 1.03 **GENERAL INFORMATION:**

Citizen complaints may refer to the conduct or performance of specific individuals, or may relate to the level of performance or nonperformance of service delivery functions. Management and supervisory personnel will attempt to review and resolve complaints at the lowest appropriate level in the department.

All citizen complaints, including those that are anonymous, will be documented on a [Clovis Fire Department Complaint Record Form](#). The form will be filled out as completely as possible. If the complainant is not or will not be identified, then the complaint will be documented only as received. Documentation of complaints will be forwarded to the Fire Chief. The complaint number assigned to each complaint will be the date the complaint is reviewed. If more than one complaint is received on the same date, a letter designator will be added, starting with "A."

Example: Complaint received on March 31, 2005 - The complaint number assigned would be 3-31-05. A second complaint on the same day would read 3-31-05-A.

The Fire Chief will be responsible for maintaining a complaint log and filing system.

#### 1.04 **COMPLAINT RECEIVED BY FIRE ADMINISTRATION:**

1. Citizen complaints received by the Clovis Fire Department Administration will be directed to the Fire Chief.
2. Complaints can only be accepted from citizens 18 years or older. If the complainant is underage then a parent or legal guardian can file the complaint for them.
3. A Clovis Fire Department Complaint Record Form will be initiated by the person receiving the complaint.
4. After the Fire Chief has reviewed a complaint received, it will then assign the complaint to the appropriate supervisor for investigation.



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5. All complaints alleging criminal misconduct will be assigned to the Clovis Police Department for their review and recommendation. Service delivery complaints will be assigned to the appropriate Chief Officer. For example, complaints relating to emergency dispatch calls will be assigned to the Chief Officer responsible for Dispatch.

#### 1.05 **COMPLAINTS RECEIVED BY OTHER DIVISIONS OF THE FIRE DEPARTMENT:**

1. Citizen complaints will be recorded and documented by the person receiving the complaint on a Clovis Fire Department Complaint Record Form.
2. If a complaint pertains to serious misconduct, the Fire Chief will be notified immediately.
3. Once a complaint has been acted upon, the completed Complaint Record Form will be forwarded to the Fire Chief.
4. If it is anticipated that the follow-up on a complaint will require in excess of 48 hours to complete, a copy of the Clovis Fire Department Complaint Record Form will be forwarded to the Fire Chief, documenting the preliminary information, where it will be filed.

#### 1.06 **CITY COUNCIL LIAISON AND FOLLOW-UP:**

The Fire Chief will act as liaison to the City Council and/or City Manager's office in responding to inquiries regarding citizen complaints. A copy of the Clovis Fire Department Complaint Record Form on each citizen complaint will be documented and placed on file.

#### 1.07 **RETENTION OF CITIZEN COMPLAINT ACTIONS:**

Citizen complaints and any reports or findings relating thereto shall be retained for a period of at least five (5) years.

#### 1.08 **RETENTION OF INTERNAL COMPLAINTS:**

Internal complaints and any reports or findings relating thereto shall be retained for a minimum of one (1) year. Disposal of these records beyond this period shall be determined by the Fire Chief.



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## 1.09 COMPLAINT RECORD FORM

### CLOVIS FIRE DEPARTMENT COMPLAINT RECORD FORM

Number: \_\_\_\_\_

Complaint Name: \_\_\_\_\_  
(last) (first) (middle)

Address: \_\_\_\_\_  
(number) (street) (city) (state) (zip)

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Between \_\_\_\_\_ AM/PM

Personnel involved in this complaint: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Location of Occurrence: \_\_\_\_\_

Explanation of Occurrence: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Attach sheets if necessary)

Date Submitted: \_\_\_\_\_

Signature of Complainant: \_\_\_\_\_

Signature of supervisor receiving complaint: \_\_\_\_\_