

Augusta County Fire-Rescue

Augusta County Government Center
P.O. Box 590 – 18 Government Center Lane
Verona, Virginia 24482



Fire-EMS Policy

Section:	Administrative
Title:	Formal Complaint Policy
Date:	01/20/2014

Formal Complaint Policy

Objective

Augusta County Fire-Rescue's Mission is to serve and protect our citizens and visitors through education and the delivery of all fire and emergency medical services and our Vision is to meet the needs of the public by working collectively to seek continuous improvement to service delivery. Upon occasion there are concerns from our partners in service delivery and the public and/or private sectors regarding service delivery. The following formal policy and attached form will allow for the identified issue to be addressed in a timely and consistent manner.

1. All complaints regarding fire or EMS service delivery will need to be clearly defined to assure the concern is addressed in a timely manner allowing for a complete understanding of the issue and proper attention given to finding a solution to address the concern.
2. The attached form shall be filled out identifying the concern and be sent via mail, fax or email to Augusta County Fire-Rescue. The form shall be filled out in its entirety and signed by the person with the complaint. If necessary additional information regarding the issue may be attached.
3. The form should identify the nature of the complaint and the division that is in question i.e.; training, operational, procedural or administrative. By following the above it will expedite the handling of the issue.
4. Once a complaint is received it will be sent to the ACFR staff responsible for the investigation and a copy will be sent to the Chief of Fire-Rescue for informational purposes. Within 5 business days the complainant will; be contacted with an update on the progress of the investigation and/or to request additional information.

5. Due in part to the sensitive nature of some complaints, primarily ones dealing with personnel and/or disciplinary issues (but not all inclusive), there may be a need to meet in person and/or extend the timeline for final findings and a path forward.
6. All complaints will be held in confidence on the administrative side and will take into consideration all parties when finding a solution to the complaint that addresses the issue and prevents reoccurrence.
7. Some complaints may be assigned to a team within Fire-Rescue or subject matter experts to assure that the issue is addressed in a professional manner.
8. At the conclusion of the investigation of the complaint a meeting with the complainant will be held to assure that the matter is addressed and to provide feedback as to the disposition of the issue.