

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

CITIZEN COMPLAINTS

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PURPOSE

All Phoenix Fire Department members will respond to the public in a courteous, caring and appropriate manner. All citizen concerns and/or complaints regarding Fire Department members and/or services will be addressed in a prompt, courteous, and positive manner.

GENERAL INFORMATION

Citizen complaints and/or concerns range from individual performance or nonperformance to the overall level of service delivery provided. Management and supervisory personnel will attempt to service and resolve complaints at the lowest appropriate level in the Department.

All complaints, including those from citizens wishing to remain anonymous, will be documented on a Complaint Record Form (Form #90-68D). The form will be filled out as completely as possible. The completed form will be forwarded to the Performance Auditing Section where it will be assigned a control number and assigned to the appropriate Division/Section for investigation. All completed complaints will be returned to the Performance Auditing Section for filing.

COMPLAINTS RECEIVED BY FIRE ADMINISTRATION

Citizen complaints received in the Fire Department Administration Office will be directed to the Performance Auditing Section. A Complaint Record Form will be initiated and the complaint assigned to the appropriate Division/Section for investigation. ***All complaints alleging serious administrative or criminal misconduct will be assigned to the Performance Auditing Section.*** Normally, service delivery complaints will be assigned to the appropriate Division/Section Head for action. Complaints related to Operations personnel will be forwarded to the appropriate Battalion Chief for investigation.

COMPLAINTS RECEIVED BY OTHER DIVISIONS OF THE FIRE DEPARTMENT

Citizen complaints will be documented by the person receiving the complaint on a Complaint Record Form. If a complaint pertains to serious misconduct, the Performance Auditing Section or the Personnel Control Officer will be notified immediately. The completed Complaint Record Form will be forwarded immediately to the Performance Auditing Section so it can be recorded and assigned to the appropriate person for investigation.

DOCUMENTATION

The investigator will provide written documentation of his actions, stating the facts that include the statement/s of the individual/crew. In some cases the investigator will need to obtain written statement/s from the individual/crew, which will be attached to the Complaint Record Form.

FOLLOWUP

After the investigator has determined the appropriate "finding," a meeting should be held with the crew/individual named in the complaint, along with the shift representative, if requested. The purpose of the meeting is to discuss the finding and any pertinent information. If corrective action is required, it will be outlined at this time. Many complaints will fall in the "**NOT SUSTAINED**" and "**EXONERATED**" category. These incidents should be thoroughly examined from a customer service point of view. The focus of the discussion concerning these incidents should be on how future encounters of a similar nature might be handled to avoid creating unhappy customers.

If the complainant requested followup, the investigator should, thank them for sharing their concerns and advise them that the complaint was investigated and proper action was taken.

THE COMPLETED COMPLAINT RECORD FORM AND ALL ATTACHMENTS WILL BE FORWARDED TO THE PERFORMANCE AUDITING SECTION.

CITY COUNCIL LIAISON AND FOLLOWUP

The Assistant Fire Chief in charge of Personnel will act as a liaison to the City Council and/or City Manager's Office in responding to inquiries regarding citizen complaints.