

Newcastle Fire Protection District

POLICY MANUAL

POLICY TITLE: Public Complaints **Adopted Date:** 12/16/15

POLICY NUMBER: 2130 **Revision Date:** 00/00/0000

2130.1 The Board of Directors desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

2130.2 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal statute of which the individual has been adversely affected.

2130.3 The method of resolving complaints shall be as follows:

2130.3.1 The individual with a complaint shall first discuss the matter with the on Shift Battalion Chief or Deputy Chief with the objective of resolving the matter informally. Employees or Administrative Office Staff receiving complaints in the field or in the office during business hours shall forward all complaints to the on Shift Battalion Chief or Deputy Chief.

2130.3.2 If the individual registering the complaint is not satisfied with the disposition of the complaint by the on Shift Battalion Chief or Deputy Chief, the complaint may be filed with the Fire Chief. Within a reasonable time, the Fire Chief shall meet with the person filing the complaint to resolve the matter. At the option of the Fire Chief, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The individual filing the complaint may request a written decision from the Fire Chief.

2130.3.3 If the individual filing the complaint is not satisfied with the disposition of the matter by the Fire Chief, a written complaint may be filed with the Board of Directors within ten (10) days of receiving the Fire Chief's decision. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board will expeditiously resolve the matter. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The individual filing the complaint may request a written decision from the Board.

2130.4 This policy no way prohibits or is intended to deter a member of the community or staff member from appearing before the Board to present verbally a testimony, complaint, or statement

in regard to actions of the Board, District programs and services, or impending considerations of the Board.

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