Rogers Fire Department Standard Operating Procedures

Policy Title:	Citizen Complaints		
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PURPOSE

The Rogers Fire Department shall handle all complaints against its members seriously and professionally. This policy establishes the guidelines for the handling of citizen complaints against RFD personnel, both sworn and civilian.

POLICY

This policy establishes the process for receipt, investigation, and resolution of complaints received by fire department members concerning the professional or personal conduct, behavior, action, or inaction of one or more members and those complaints that concern the fire department as a whole. It is imperative that an investigation be conducted on every complaint to ensure the innocent are exonerated and that the department is responsive to improvement opportunities.

Complaints will generally allege a violation of a department rule, policy, or procedure. Complaints that involve an alleged violation of law may cause the involvement of appropriate law enforcement agencies. All complaints will be heard by a commanding officer, specifically a Captain or Battalion Chief. When possible, complaints should be transmitted in writing to ensure accuracy of events for investigative purposes.

All complaints will cause the notification of the fire chief and other supervisors within the chain of command. All complaints will require the completion of an Unusual Circumstance Report (Form 48) in compliance with policy.

Complaint Procedure

1. Complaints may be received by any officer, but can only be investigated by a chief officer after notification and communication with the fire chief. All formal complaints from citizens require the gathering of contact information and, if possible, a written statement.

2. The investigation into a complaint shall involve a comprehensive and impartial approach to finding the facts of the situation and determining any policy, rule, or law violations.
3. The findings of the investigation from a chief officer shall be forwarded to the fire chief for final determination.
4. Any member being investigated shall be notified prior to the completion of the investigation. Their version of the events shall be documented.
5. When the investigation provides evidence of a criminal activity, the fire chief shall cause the notification of the Police Chief and Mayor.

Resolution of Complaint

The result of the complaint investigation shall be communicated to all parties named or involved in the investigation. No record will be maintained in individual personnel records for complaints found to be unconfirmed. Complaints that result in disciplinary action shall be documented in personnel records based on current department practice.

Information on complaints, as logged on unusual circumstance forms, shall be maintained for data purposes.