

IDYLLWILD FIRE PROTECTION DISTRICT

POLICY TITLE: Public Complaints
POLICY NUMBER: 1030

1030.1 The Board of Commissioners desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

1030.2 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.

1030.2.1 If a Board Member receives a complaint -

If it is related to operations and/or personnel – it is to be forwarded to the Fire Chief without any discussion with the complaint. If it is related to the Board or the Fire Chief – it is to be forwarded to the President of the Board without any discussion with the complaint. If it is about the Board President, then it is to be forwarded to the Vice President. At no time is a Board member to become involved in the investigation or further gathering information about the complaint, especially if it involves personnel.

1030.3 The method of resolving complaints shall be as follows:

1030.3.1 The individual with a complaint shall first discuss the matter with the Administrative Assistant or Shift Captain with the objective of resolving the matter informally.

1030.3.2 If the individual registering the complaint is not satisfied with the disposition of the complaint by the Administrative Assistant or Shift Captain it shall be forwarded to the Fire Chief. 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 Fire Chief shall memorialize his/her decision in writing, with the individual registering the complaint being provided a copy.

1030.3.3 If the individual filing the complaint is not satisfied with the disposition of the matter by the Fire Chief they may request consideration by the Board of Commissioners by filing said request in writing within ten (10) days of receiving the Fire Chief's decision. The Board may consider the matter at its next regular meeting, or call a special meeting. In making a decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The Board's final decision shall be memorialized in writing with the individual registering the complaint being provided a copy.

1030.4 This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

3/11/14
Board Approval Date


Clerk of the Board