

<b>SUBJECT:</b> CITIZEN COMPLAINTS	<b>SECTION:</b> 102.03
<b>REVISED:</b> MARCH 1, 2008	<b>PAGE(S):</b> 1

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## **PURPOSE**

All Reading 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, services, or other city departments will be addressed in a prompt, courteous, and positive manner.

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## **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 Citizen Complaint Form. The form will be filled out as completely as possible. The completed form will be forwarded to the appropriate Department for investigation.

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## **PROCEDURE**

Citizen complaints will be documented by the person receiving the complaint on a Citizen Complaint Record Form. If a complaint pertains to serious misconduct, the Fire Chief will be notified immediately. The completed Citizen Complaint Record Form will be forwarded immediately to the Fire Chief so it can be assigned to the appropriate department for investigation.

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## **RESPONSIBILITY**

Requests/complaints received by the fire department will be processed and forwarded to the appropriate department.