
TITLE	Responding to Complaints/Inquiries
POLICY NO:	2015-038

POLICY STATEMENT:

This policy will guide Superior EMS staff and volunteers on responding to and ensuring that complaints and inquiries are dealt with in a appropriate, timely fashion

SCOPE:

All Staff and Volunteers

POLICY:

1. If staff or volunteers receive a written or verbal complaint they should:
 - a) be non-confrontational,
 - b) not respond to the complaint itself,
 - c) accept the complaint and assure the complainant that the concern will be forwarded to their immediate superior,
 - d) offer the Office contact information to the complainant;
 - e) notify the On-call supervisor of the complaint as soon as possible;
 - f) complete an incident report as per this manual.

2. The Superintendent of operations will investigate all complaints and provide facts to the Chief

3. The chief will provide direction on the actions to be taken and the response to the complaint.

Date of Approval:	September 28, 2016
Date to be Reviewed:	September 28, 2018
Authority:	Chief of EMS Operations

