



# SOUTH LYON FIRE DEPARTMENT

## Manual of Procedures 105

### COMPLAINT RESOLUTION

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#### I. SCOPE

The goal of the Department is to provide quality and competent customer service on every incident and for every customer. Nonetheless, it is possible that some customers, or other persons, may contact the Department with complaints about service, response, or other matters. This procedure is designed to insure a fair, accurate, and timely resolution of all such complaints.

#### II. TYPES OF COMPLAINTS

Complaints generally fall into one of three categories:

- A. Complaints as to Performance of Technical/Skilled Services: Complaints in this category relate to what operations were performed by the Department and how they were performed. Complaints in this category include concerns about firefighting and rescue techniques, EMS procedures, and other operations of the Department. The goal of resolution of these complaints is determining whether the Department correctly addressed the task involved in the incident, and undertaking remedial measures, where incorrect action occurred, and/or education measures (where correct action occurred but nonetheless generated a complaint).
- B. Driving Complaints: Complaints in this category related to citizen concerns as to whether Departmental vehicles, and/or members' privately owned vehicles, were operated lawfully and with due care and caution for other motorists, pedestrians, and others on or near the roadway. Any vehicle accident may also be investigated under this section, regardless of whether or not it generated a complaint. The goal of resolution of these complaints involves determining whether or not the vehicle was operated appropriately and, if not, taking remedial action to insure non-reoccurrence of the problem. Additionally, customer education may be necessary if appropriate actions were perceived as unnecessary from other points of view.
- C. Personal Conduct Complaints: Complaints in this category include a wide variety of issues. These may include customer service/treatment concerns (i.e., allegations of rudeness or inappropriateness), issues of conduct unbecoming of or detrimental to, the Department or its citizens, and a variety of other matters. The goal of resolution of these complaints is determining what actually occurred, as well as what perceptions of the incident may exist, encouraging a mutual resolution of the situation and, where necessary, undertaking corrective action to avoid repetition of any inappropriate conduct on the part of Departmental members.



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### **III. COMPLAINT RESOLUTION**

Any member receiving a complaint, whether written or oral, in person or by telephone, shall immediately contact the Chief or Deputy Chief. If at all possible, the complainant should be asked to wait or be placed on hold until a Chief officer is reached for direction. If the complainant declines to wait or be placed on hold, all possible contact information, name, address, phone number, etc., should be obtained. All available information about the complaint, including the nature of the complaint, if known, and contact information of the complainant shall be immediately provided to the Chief or Deputy Chief.

The Chief or Deputy Chief, upon receipt of a complaint, shall endeavor to establish communication with the complainant, either by telephone or in person. If possible, the complainant should be encouraged to provide a written description of the incident for those complaints that suggest the possibility of serious misconduct or illegal action. The Chief or Deputy Chief should offer to meet with the complainant if desired when initial contact is made by telephone.

Following receipt of the complainant's information, or prior thereto if the complainant is not readily reachable, the Chief or Deputy Chief shall interview the potential witnesses or parties to the complaint.

Following the investigation and compilation of necessary information, the Chief or Deputy Chief shall determine an appropriate course of resolution for the complaint and institute an action plan, which should include follow-up contact with the complainant, and may include disciplinary action for any Departmental member if same is indicated by the investigation. In the event of serious disciplinary matters, the Chief shall inform the City Manager of the complaint, investigation, and resulting discipline.

### **IV. DEVIATION**

While intended to be in-depth and inclusive of most incidents, no procedure is able to contemplate every situation responding units may encounter. Accordingly, the Chief or Deputy Chief may deviate or direct a deviation from this procedure if required by the circumstances.

Approved by  
/s/ Chief Joey Thorington