

	Ben Lomond Fire Protection District	Policy # 1060 Date 04/2006
	SOP GENERAL INFORMATION	TITLE: Policy Complaints Rev Date 06/2012

- 1060.1** 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 by which the individual has been adversely affected.
- 1060.2** The Board of Directors of the Ben Lomond Fire Protection District desires that public complaints be logical and systematic.
- 1060.3** The method of resolving complaints shall be as follows:
- 1060.3.1** The citizen with a complaint shall first discuss the matter with the appropriate Manager with the objective of resolving the matter informally.
 - 1060.3.2** If the citizen registering the complaint is not satisfied with the disposition of the complaint by the Manager, the complaint may be filed with the Fire Chief. Within a reasonable time, the Fire Chief shall discuss the matter with the plaintiff. At the option of the Fire Chief, she/he may conduct conferences and take testimony or written documentation in the resolution of the complaint. A written decision from the Fire Chief may be requested by the plaintiff.
 - 1060.3.3** If the citizen filing the complaint is not satisfied with the disposition of the matter by the Fire chief, a written complaint may be filed with the Board of Directors within ten days of receiving the Fire Chiefs decision. The Board may consider the matter at the next regular meeting, or call a special meeting. The Board will expeditiously resolve the matter and, as such, it will be implemented as if it were the official action of the Board. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The citizen filing the complaint may request a written decision from the Board.
- 1060.4** This policy in no way prohibits or is intended to deter a member of the community or staff 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.