

**CITY OF MIAMI, FLORIDA
DEPARTMENT OF FIRE-RESCUE
CITIZEN COMPLAINT POLICY**

PURPOSE:

To maintain a high level of public confidence and trust in Fire Department services, complaints shall be investigated and responded to as quickly and thoroughly as possible.

POLICY:

This policy shall be followed for all complaints lodged against the City of Miami Department of Fire-Rescue. All complaints concerning the Fire Department or any of its employees will be investigated and a response provided to the complainant. Citizens complaining anonymously will be advised that we cannot react to anonymous complaints. However, the Department may investigate any complaint, regardless of the source.

PROCEDURE:

Any individual, upon receipt of a complaint, whether in writing, phone call, on scene or in person, shall gather and forward the information to the Fire Chief's Office within three (3) business days. This shall be done by phone (305-416-5401) and followed up with a memorandum to the Fire Chief. The Fire Chief's Office shall enter it into the Complaint Tracking Log. The following information shall be obtained from the person making the complaint:

- A. Nature/Description of the complaint
- B. Location of incident, date and time
- C. Names of employee(s) or unit (s) involved
- D. Contact phone number and address
- E. Name of complainant and any witness

Within 5 calendar days of notification of the complaint, a letter will be sent to the complainant from the Fire Chief, acknowledging receipt of the complaint. The Fire Chief shall assign the appropriate Division to conduct an investigation of the complaint. The investigation shall be completed with a recommendation for appropriate action. The Fire Chief will review the facts and recommendation(s), and make the final decision on follow up action(s).

APPEAL TO CITY MANAGER

If the complainant feels that the investigation or final action was not appropriate, they may appeal to the City Manager. The Manager shall determine what action should follow and may use the following **Department's/Office's** to review the investigation conducted by the Department of Fire-Rescue:

- City Attorney
- Employee Relations
- Any other city department or office

If the City Manager has a review conducted, the reviewing **Department/Office** shall make recommendations to the City Manager, whose decision shall be final.

WWB/als