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**Section: 6.8**      **EMS Customer Comment/Complaint Policy**

Effective Date:      09/04/2007

Revision Date:      06/15/2006

Approved by: SMFD Officers 11/17/2006

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**SCOPE**

This guideline applies to all South Metro Fire Department personnel.

**PURPOSE**

The purpose of this policy is to ensure positive customer satisfaction through a rapid response to the issues when they raise and to identify and correct internal operational problems which will enhance the quality improvement process.

**POLICY**

It is the policy of South Metro Fire Department to initially respond to all customer comments/concerns within 24 hours or the next business day.

**PROCEDURE**

1. Upon identifying a situation or receiving correspondence or a call that appears to be a comment or concern, the employee will immediately, if possible, refer the incident to a captain or chief officer. If a captain or chief officer is not available the employee will request contact information from the caller. This contact information will be forwarded to a captain or chief officer as soon as possible.
2. All EMS comments or complaints will be documented. Copies of these comments and complaints will be kept by the Fire Chief for management reference.
3. The Fire Chief will oversee the investigation of the comment or concern and if necessary will identify any corrective action to be taken to resolve the situation.
4. An initial written or verbal response to the customer will be made within 24 hours by the appropriate department supervisor. A letter should be sent as a follow up to the verbal response. The date and time of the response will be noted on the Compliment/Concern documents and a copy should be given to the employee.
5. Actions taken to resolve the situation will be documented by the Fire Chief on the original compliment/concern form and copies distributed to: the initiating party, the Fire Chief, the affected employee and, if appropriate, employee's personnel file.