

FPD Front Office Staff
Standard Operating Procedure for Citizen Complaint
Effective May 30, 2019



Steps for accepting citizen complaints

1. If the citizen is willing, call the Office of Professional Standards and let him/her know that there is a resident on station wanting to register a complaint.
2. If the Office of Professional Standards is not available, call in a road supervisor and let him/her know that there is a resident on station wanting to register a complaint.
3. If the citizen is not willing to register a complaint with an officer in person, give the citizen a complaint packet (this is the manila envelope with the label "Office of Professional Standards RE: Citizen Complaint")
 - a. Let the citizen know that he/she can fill out the form in the lobby and return it to the front desk (seal the complaint form in the envelope)
 - b. If the citizen wants to take the form with him/her, give him/her the manila envelope packet. There are instructions on where to email the complaint or he/she can drop it back off to the front office after it is complete.
4. Once the citizen returns the packet, get it to the Office of Professional Standards before the end of the business day.