

Union Fire Protection District
Citizen Complaint Procedure

A citizen may submit in writing any concerns regarding personnel, operations, or performance of the District. In order for the District to respond to a citizen complaints, the citizen will need to provide a written and signed Complaint Form to the Fire Chief. The Fire Chief will direct the complaint to the proper point of contact for investigation. All complaints filed will be presented by the Chief at the Board of Directors Monthly Board Meeting.

A. The citizen must complete and sign the District Complaint Form detailing the following information:

1. Date, time, and location of occurrence.
2. Brief description of the incident or complaint, and why the citizen is concerned.
3. Name(s) of people involved, if known.
4. Complainant's name, address, and telephone number.
5. Witness name(s) [if any], address, and telephone number.

B. The Complaint Form may be mailed or delivered to:

Fire Chief Russell Hamilton
Union Fire Protection District
1401 W Springfield
Union, MO 63084

C. The form will be forwarded to the appropriate personnel upon receipt.

D. A response approved by the Board of Directors will be made, in writing, within ten (10) business days.

E. A copy of the response will be filed with the original complaint form.

F. The Board of Directors shall be notified of complaint by e-mail or phone within 24 hours of receipt of complaint.

Union Fire Protection District

District Citizen Complaint Form

1. Date of Incident _____ Time of Incident_____

Was a vehicle involved: YES or NO.

If YES, please list Vehicle Number_____

Persons involved, if known

2. Complainant's Name (Print)

Complainant's Signature

Complainant's Address _____

City _____ State _____ Zip Code _____

Complainant's Telephone Number/ Area Code_____

4. Disposition of Complaint by Investigating Officer

Investigated by _____

(Signature/Date) _____

Description of corrected action _____

5. Further Remarks _____
