

**York County Department of Emergency Services
Communications Division**

Policy # 80.27

Subject: Complaint Procedure

Issued Date: November 10, 2009

Issued By: Cindy Dietz, 911 Deputy Director

**Approved By: York County Public Safety Policy
Board**



Policy:

The Complaint Procedure provides all emergency service providers a means of voicing complaints and reporting wrong doings. It is the Department's policy that all providers have the right to voice legitimate complaints, and to have their complaint considered and resolved.

As an emergency service provider you must know that you can enter the system, and that a proper responsive consideration will result. The Department will accept complaints against personnel through written correspondence. Only written complaints on the approved complaint form shall be accepted for consideration, unless extenuating circumstances exist. Only the Executive Director of Emergency Services, the 911 Director, or the Deputy Directors shall be authorized to receive complaints regarding public safety dispatch personnel, administrative staff, technical staff, or supervisory staff.

Upon receipt of a formal complaint, the above listed personnel shall:

- Time Stamp all pages with a stamp that indicates the date of receipt if not received via email.
- If not already done so, notify the 911 Director of receipt of the complaint. The 911 Director will assign the proper supervisor or manager to investigate the complaint.
- The investigating manager or supervisor will generate a letter or email to the complainant indicating receipt and review of the complaint by the 911 Center.
- The complaint will be placed in a pending file, located in the 911 Director's Office.
- The investigator will review the contents to determine whether or not the allegation constitutes a possible violation of the York County 911 Policies and Procedures; a violation of the York County Employee Guidelines; or a violation of any state or federal rules and guidelines.

If the allegation does not indicate a violation of the policies, the 911 Director shall generate a letter or email to the complainant thanking them for their concern and advising them that the complaint falls within the bounds of current policies explaining the current policy in force.

If the allegation does indicate a possible violation of the policies, the investigator shall perform the following steps:

- The investigator shall promptly inform the person being investigated of the complaint and of the matter being investigated and request their response to the matter by conducting a ¹Loudermill Hearing.

- At the conclusion of the investigation the investigator will promptly report the results of the investigation to the 911 Director, in writing, in the following format:

- **Matter Investigated**
- **Investigating Officer**
- **Persons Contacted**
- **Findings**
- **Conclusion**
 - **A response will then be generated to the complainant by the 911 Director that complaint has been validated and handled appropriately. It will also include any plans for improvement that have been put into practice.**

Appropriate statements and other supporting documentation must be attached. **All formal complaints that are founded and disciplinary action taken shall be placed in the employee's personnel file.**

The 911 Director shall administer discipline in cases of founded complaints ranging from verbal counseling, documented oral counseling, written reprimand, suspension and/or dismissal depending upon the nature of the offense.

Attached to this policy is a hard copy of the official complaint form. Additional pages may be added as needed to state your complaint. The form is also available in electronic format.

¹ The "**Loudermill**" hearing is part of the "due process" requirement that must be provided prior to removing or impacting the employment property right (e.g. imposing severe discipline). The purpose of a "Loudermill hearing" is to provide an employee an opportunity to present his side of the story before the employer makes a decision on discipline.