

NEWARK FIRE DEPARTMENT EMERGENCY MEDICAL SERVICES

COMPLAINT POLICY

1. All complaints involving the Newark Fire Department Emergency Medical Services (NFD/EMS) will be put in writing by the individual(s) submitting a complaint or representative of an institution submitting a complaint. The NFD/EMS Complaint Form is to be used and is to be submitted with any pertinent documentation related to the incident in the possession of the complainant.
2. To ensure uniformity in the investigation of complaints, only those complaints submitted on the NFD/EMS Complaint Form will be investigated. Also, the name, address and phone number of the complainant must be included on the form. Anonymous complaints will not be investigated due to inability to do follow-ups with the complainant.
3. Complaints that are non-medical in nature will be investigated by the EMS Coordinator and three (3) members of the NFD/EMS Quality Assurance Team (QAT). At the end of the investigation there will be a determination whether or not there is a need for remediation.
4. Complaints that are medical in nature will be initially investigated by the EMS Coordinator and three (3) members of the QAT with a copy of all information forwarded to all Medical Directors. The members of the QAT will gather all information regarding the complaint including but not limited to: statement of facts, run reports, interviews, etc., within seven (7) working days of the complaint. A meeting will then be scheduled with two (2) Medical Directors within fourteen (14) working days of the complaint. At this time a determination will be made whether or not there is a need for remediation.
5. If at any time from the filing of the complaint to the determination for the need of remediation the person(s) who have had the complaint filed against them do not agree with the procedure or the results, they may grieve the complaint, the complaint procedure, or the remediation.
6. When a grievance is filed the complaint procedure is automatically transferred from remediation to possible disciplinary action.
7. If one (1) individual has three (3) complaints of the same nature within one (1) year, the complaint will automatically be sent for possible disciplinary action.

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I have read, understand and agree to the above paragraphs.

NAME: _____
(PLEASE PRINT)

SIGNATURE: _____

DATE: _____

