



CHARLOTTESVILLE-ALBEMARLE RESCUE SQUAD

STANDARD OPERATING GUIDELINE

TOPIC: Citizen Complaints	S.O.G. # 1.17
Approved by: Lair D. Haugh, Chief	Revised: 7/12/2007 Approved: 7/12/2007

Purpose:

To assure that all citizens' requests are handled in a timely, equitable, courteous and sensitive manner and eliminate the possibility of citizens' complaints/ requests not receiving proper attention.

Policy:

The Chief shall be responsible for receiving and processing the requests and complaints of citizens that relate to the functions of the organization. He/She shall be responsible for contacting the citizen by phone, in person, or by letter within ten (10) working days following the receipt of the complaint.

Responsibility:

Requests/complaints received by members shall be forwarded to the chief. Each request shall be analyzed and the citizen answered within ten (10) working days from the date on which he/ she first contacted the rescue squad. What action, if any, will be taken and the date by which the action will be taken must be included.