

## Ashland Ambulance Complaint Procedure/Policy

### Our Policy:

It is the policy of Ashland Ambulance Service to thoroughly investigate all complaints against its employees. To ensure the integrity of the ambulance department procedures have been established which will ensure prompt and thorough investigation of all alleged or suspected personnel misconduct. Such procedures are intended to clear the innocent, establish the guilt of wrongdoers, facilitate prompt and just disciplinary action, and uncover improper procedures.

### Who can make a complaint?

Any person who has experienced, witnessed, or has knowledge of any employee misconduct, can make a complaint.

The ambulance department recognizes the need for the filing of legitimate complaints against employees as a means by which they can be held accountable to the public; however, the ambulance department will also seek to hold members of the public responsible for the filing of false allegations. It is against the law to make a complaint that you know to be false.

Any person filing a complaint affirms that the information provided is true and complete to the best of their knowledge and belief. The complainant understands that any false, misleading, or untrue statement, accusations, or allegations made, either orally or in writing, to any person investigating the incident may be subject to civil and/or criminal prosecution. The complainant realizes that it may become necessary in the investigation of this incident to meet with the director of the Ashland Ambulance Department to discuss the issue and agrees to make themselves available for any administrative hearing or court proceedings that may result from the investigation of this incident and make themselves available to present testimony as such hearing if requested to do so.

How do you file a complaint?

A complaint must be made in writing and addressed to the Director of Ashland Ambulance Service.

Complaints are received by the director delivery to the station/ town office either personally delivered or by mail. If the Duty person/ town office receives the complaint, he/she will provide the director with all additional information that is communicated by the complainant. Including, but not limited to, verbal, text, and email communication.

It is important that the complainant provides as much information as possible about the event in question to aid in a thorough, accurate, and timely investigation. At a minimum, the complainant will need to provide the approximate date and time of the incident, the location of the incident, and the name of the ambulance personnel involved (if known). The name or names of other involved person(s) or potential witnesses, and any other information that might be helpful to the investigation. The complainant needs to provide a summary of the events in question and needs to specify the reason for the complaint. Follow-up contact may be made with the complainant to clarify points during the investigation.

Who investigates the complaint?

The director will conduct an inquiry into the alleged misconduct. In more serious allegations; an independent party outside of the Ambulance Department will conduct the investigation. A criminal investigation may commence at any point in the administrative investigation process.

What is the complaint process?

Supervisory Review

- Any Duty Officer can accept the complaint, which will then be forwarded to the director.
- The director will interview the complainant, and any witness(s) if necessary, and document, in writing, the nature of the complaint and attempt to resolve the concern.
- The director will then meet with the employee and document, in writing, the employee's response to the complaint.
- The director will then document his/her findings and classify the complaint.
- After final review, the complaint will be kept on-file for seven years.

### Formal Investigation

When there are complaints of a serious breach of conduct or behavior that may result in criminal charges being filed, these complaints will be investigated by law enforcement or other personnel outside the ambulance department. The director will have the discretion to implement a formal investigation, and an informal investigation can become formal at any time during the investigation process.

### Our Commitment to You

Complaints about alleged employee misconduct are opportunities for our department to identify actions by our employees that are inappropriate or to educate others about why the conduct was appropriate and within our scope of practice. In either case, the community and the Ambulance Department benefit from gaining your input. We are

committed to providing quality EMS service to the public. Working with you, we will perform this service professionally and with integrity.

To mail complaint, please mail to the following address:

Ashland Ambulance Service

P.O. Box 910

Ashland, ME 04732

Attention: Ambulance Director (Complaint Department)