



WARE FIRE DEPARTMENT Standard Operating Guideline

Effective Date: July 2008	SOG Category & Identification Number: Administrative AMD-004	Revision:
SOG Title: Complaint Documentation		
Approved by:	Re-evaluation Date: July 2009	Number of Pages: 1

Purpose: The purpose of this guideline is to assure proper documentation of complaints and complete gathering of information so all complaints received can be investigated properly.

Scope: This guideline shall apply when any complaint is received by a member of this department except after hours burning or complaints of illegal burning.

Enforcement: All officers are responsible to ensure that all complaints received are documented.

Application:

- When a complaint is received by a member of the Ware Fire Department every effort shall be made to complete the attached Citizen complaint form as fully as possible.
- When a complaint is received it shall be forwarded to forthwith to the Chief or Deputy Chief
- If the complaint is of an emergency nature every effort to contact the Chief or Deputy Chief shall be made
- Log entries shall be required to document the receiving of a complaint



TOWN OF WARE FIRE DEPARTMENT

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Complaint Form

Name: _____ Date: _____

Address: _____

Phone Number: _____

Member Taking Report: _____

Method Received: Phone: ___ In Person: ___

Nature of Complaint:

Disposition: