

Kennebunkport Fire Department

REGULATION 7 COMPLAINTS: CIVILIAN

April 2008

Any civilian complaint that comes before a firefighter of this Department in relation to Department activity shall be immediately forwarded to a fire officer. The fire officer in turn shall see that the complaint is relayed to the Fire Chief, Assistant Chief or one of the three District Chiefs for investigation. If the complaint is found to be legitimate in nature, the Chief officer should take appropriate action to rectify the problem.

All complaints shall be forwarded to the Fire Chief in the form of a note or verbal message along with the corrective action taken plus comments. This also applies to complaints that are found to be invalid.

If the corrective action requires disciplinary action against any KPFD member, the chief officer shall formally write up the complaint along with all actions taken and submit the written action to the Fire Chief within 48 hours.