EMS Standard Operating Procedures

<table>
<thead>
<tr>
<th>Policy Title:</th>
<th>Complaint Resolution</th>
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</thead>
<tbody>
<tr>
<td>Section:</td>
<td>Staff SOG’s</td>
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<tr>
<td>Adoption Date:</td>
<td>05/19/2000</td>
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<td>Date of Most Recent Update:</td>
<td>03/29/2013</td>
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<td>CAAS Criteria Reference:</td>
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Purpose:

To provide guidelines for the reporting, investigation and resolution of complaints received against the department as well as provide feedback to those parties involved.

Policy:

1. Reporting of Complaints
   - Complaints directed towards the department whether received in written or verbal format shall immediately be made aware to a member of the Senior Command Staff. The circumstances of the complaint should be outlined in the departmental exception data base and contain the following information:
     - Name of the complainant if appropriate
     - Names of employee(s) involved in the incident
     - Nature of the problem
     - Date, time and who received the complaint
   - Depending on the seriousness of the complaint, the appropriate superiors within the department should be notified by the receiving supervisor.
   - The reporting and investigation of complaints will be consistent with the City’s Problem Solving Process (6.3).

2. Investigation of Complaints
Following the receipt of a complaint and any associated documentation, a member of the Senior Command Staff will themselves, or a staff member they appoint, conduct an investigation of the incident.

3. Resolution of the Complaint

- Following the investigation of the complaint, the investigating party shall provide resolution to the involved parties.

4. Feedback

- Once a resolution to the complaint has been formulated, appropriate feedback shall be given to all parties involved.
- Feedback made to the party making the complaint shall be prompt in nature.
- Feedback and disciplinary actions made to staff shall be consistent with the City’s progressive discipline policy.

5. Complaint Documentation / Tracking

- Incidents reports outlining complaints shall be maintained in accordance to the records maintenance policy.
- Documentation of complaints and any disciplinary actions shall be noted in personnel files of those parties involved in a manner consistent with the City’s progressive discipline policy.
- All incident reports of complaints are maintained by the Assistant Chief of Operations. The Assistant Chief monitors complaints on a monthly basis and will track any trends related to type of complaint or multiple complaints on a specific person. If a trend is noted with a specific complaint, the administrative staff will analyze the trend and take corrective action as necessary. If the trend involves a specific person, the City’s progressive disciplinary process will be followed, including counseling.

6. Complaints against West Des Moines Emergency Care Providers

- All complaints filed against a West Des Moines Emergency Care Provider will be reviewed under the guidelines of Iowa Code Chapter §80F.