

# SPOKANE COUNTY FIRE DISTRICT 8

## Standard Operating Procedures

**90.03.08**  
**COMPLAINTS RELATED  
TO DISPATCHING**



Adopted: 12/20/16  
Reviewed: 12/20/16  
Revised: 00/00/00

Approved:

A handwritten signature in black ink, appearing to read 'Tony Fisher', is written over a horizontal line.

**Purpose:** To have a channel to communicate with Dispatch concerning a question or complaint.

**References:** N/A

**Procedure:**

1. Dispatch Questions-Complaints.

- a) Complaints between agencies (*Spokane County Fire District 8*) and Dispatch shall be handled on a supervisor-to-supervisor level. Supervisors are encouraged to use informal communication channels to solve minor concerns. Individual personnel shall not voice their complaints with non-supervisory Dispatch personnel.
- b) If a complaint cannot be remedied at the supervisory level, it shall be formally routed within the chain of command to the appropriate manager. Any complaint made against Dispatch personnel will be formally recorded and investigated. The person who filed the complaint will be notified in a timely manner of the disposition (founded or unfounded) of all complaints that are made. Complaints made against agency personnel will be handled by the procedures established for that particular agency.
- c) Dispatch will document all complaints, to include time received, caller name and address, return telephone number, and the nature of the complaint, using the complaint form. Complaints concerning Dispatch that need immediate attention should be directed to the on-duty supervisor, with a follow up in writing, forwarded to the Communications Center Manager.
- d) All Dispatch related complaints or concerns will be directed to Dispatch by the Assistant Chief. Only authorized District personnel shall contact Dispatch to advise of changes in run cards, express concerns, and advise of response changes.
- e) Concerns regarding the Dispatch or CCC should be directed to the Assistant Chief as soon as possible. The complaint shall be in writing; the statement shall indicate the problem, the concern and shall include the incident number. A copy of the Incident Dispatch Report must be attached.
- f) To minimize communications problems, District personnel shall notify their station officer or supervisor of concerns before relating the concerns to other District personnel.

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2. Non-Dispatch Complaints.

- a) Complaints not concerning Dispatch should be referred to the on-duty 820 officer. Questions are encouraged and should not be confused as a complaint. Dispatchers should provide the public with answers and information whenever possible.