


## SHELBYVILLE FIRE & RESCUE STANDARD OPERATING PROCEDURES

	<b>SECTION: Membership</b>	S.O.P: 102.09
	<b>SUBJECT: Complaints</b>	PAGE: 1 of 1
	<b>Approved By:</b>	<b>Effective Date:</b> December 1, 2012
		<b>Revision Date:</b>

### ***Purpose:***

The purpose of the S.O.P. is to format a procedure for filing a complaint against the Chief's office, any member, or an officer of the Shelbyville Fire Department.

### ***Procedure:***

A written complaint must be filled with the Chief's office stating the facts and circumstances to support the complaint. The date and time received should be marked on the complaint.

### ***General:***

1. All complaints against the Chief shall be turned over by the Chiefs office to the Mayor/Secretary of the Mayor.
2. All other complaints shall be turned over to the Chief of the department for investigation.
3. If the Chief determines that the complaint does not present probable cause for disciplinary or administrative action the complaint may be dismissed.
4. If the Chief determines that the evidence presents probable cause for disciplinary or administrative action, the Chief shall initiate such action.
5. The Chief shall conduct any investigation necessary to determine the facts, circumstances and witnesses related to the complaint. Also interviewing witnesses, taking sworn statements, collecting documents or as otherwise required by law.
6. The Chief shall complete his investigation within 30 days of the receipt of a complaint, or as required by law.
7. The Chief shall prepare a written report with the results of the investigation and it shall be filled.