

AGENCY COMPLAINT INSTRUCTION SHEET

TO WHOM IT MAY CONCERN:

The Tipton County Emergency Communications Department can only solve problems within our agency with the help of the agencies and the public. This help and cooperation can be damaged when the agency has been, or believe that the dispatch department has treated them improperly or unfairly. It is the job of the administrators of the Tipton County Emergency Communications Department to investigate complaints in an effort to improve the quality of dispatch service. The following questions and answers are designed to provide information to any person who wishes to make a complaint against the Tipton County Emergency Communications Department.

DOES THE DEPARTMENT WANT COMPLAINTS?

No department likes to receive complaints, but if this department, or any of its members have failed to perform their duties fairly or properly, we want to know. This is how problems are remedied, and services improved.

WILL YOU INVESTIGATE MY COMPLAINT?

The Tipton County Emergency Communications Department shall investigate all complaints against the TCECD or its employees. The TCECD shall require that all complaints received against an employee not be anonymous. The TCECD shall have the right to investigate any serious anonymous or unsigned complaint, but if no substantiating evidence is discovered, the complaint shall be considered unfounded.

WHO SHOULD I GO TO FIRST?

The most efficient way to make a complaint is to come to the Tipton County Emergency Communications Department between 8 AM and 4 PM if possible and speak with the Executive Supervisor/and or the Director. You may also fax your complaint to (901) 475-4362 which is in the administrative office, or email the Executive Supervisor Kimberly Ballard @ kballard@tiptonco.com, or the Director Renee Downing @ rdowning@tiptonco.com.

DO I HAVE TO COMPLAIN IN PERSON?

No, complaints will also be accepted by mail or phone, **however, you will be asked to give a written statement if you initially call in a complaint by phone.** If the complaint is not in writing you cannot say that it really happened so the TCECD requires all complaints to be in writing.

WILL I HAVE TO WRITE OUT MY COMPLAINT?

Yes, written complaints tend to contain more detail.

HOW CLOSELY WILL YOU INVESTIGATE MY COMPLAINT?

Complaints will be investigated very closely. We want to find out what went wrong, if anything, and correct the problem so our working relationship with the agency will be restored.

CAN I GET INTO TROUBLE FOR MAKING A COMPLAINT?

Not if you are telling the truth. Prosecution may be considered in cases where the complaint is a malicious or false allegation. It would be legally improper and unethical to even attempt to bring charges against a person who has filed a complaint in good faith.

WHAT WILL HAPPEN TO THE DISPATCHER?

What happens to the dispatcher depends on the circumstances of the complaint. The Tipton County Emergency Communications Department has a discipline policy, which outlines the types of discipline that can be given to an employee of the department. The Executive Supervisor may contact you when the investigation is completed.

WHAT IF I AM NOT SATISFIED WITH THE INVESTIGATION?

If you are not satisfied with the results of the investigation, you may contact the TCECD Director, who is the next step above the Executive Supervisor in the command structure. Other options available after the command structure has been followed your agency may request to the Director that you would like to meet with the personnel committee members of the Tipton County Emergency Communications Department. The Director will then set up an appointment.

Sincerely,

Renee' Downing

TCECD Director

06/24/2014



TIPTON COUNTY EMERGENCY
COMMUNICATIONS DISTRICT
220 HIGHWAY 51 N, SUITE 4
COVINGTON, TN 38019
OFFICE: 901-476-0252 FAX: 901-475-4362

COMPLAINT STATEMENT FORM

DATE: _____

NAME: _____ DEPARTMENT: _____

ADDRESS: _____

CONTACT NUMBER: _____

DISPATCHER NAME(S) (If known): _____

DATE OF INCIDENT: _____

DESCRIPTION OF COMPLAINT (Please include any witnesses to complaint):

Signature of Complainant

IF YOU NEED TO ADD MORE INFORMATION, PLEASE ATTACH ADDITIONAL **PAPER TO THIS STATEMENT FORM. THANK YOU.**

ADMINISTRATION
DIRECTOR: RENEE' DOWNING
EXECUTIVE SUPERVISOR: KIMBERLY BALLARD

911 BOARD
CHAIRMAN: JIM HARGER
VICE- CHAIRMAN: JEFF MASON
TREASURER: LESSIE FISHER

BOARD MEMBERS
BRETT GIANNINI
WALKER BOULER
MICHAEL NAIFEH
TOMMY ROGERS
JAMES SNEED
JON PIERCY