

<b>UNIFIED FIRE AUTHORITY BOARD POLICY MANUAL</b>	
Chapter 1 <i>Governance and Board Policies</i>	Section 12 <i>Management of Complaints</i>

**Relevant Information:** Any person, civilian or employee, who believes that any UFA employee, volunteer, or member of the Board of Directors has been involved in improper conduct, has the right make a formal complaint. Citizens are welcome to utilize the forum of a UFA Board meeting to present a complaint during public comment.

Complaints may also be made through the UFA website or taken directly to any member of the Board of Directors, Fire Chief, or the Chief Legal Officer. These persons can expect such complaints to be thoroughly and objectively reviewed. In addition, the UFA Board of Directors reserves the right to conduct an investigation or other fact-finding process of any matter involving a violation of law or UFA policies.

**Policy Statement:** It is the policy of the Board of Directors to accept and review all complaints made from internal or external sources concerning alleged policy violations or misconduct of an employee, volunteer, or Board Member. The Board will review such complaints to determine if the conduct/criticism alleged in the complaint is accurate and whether it merits further action. The Board may forward such complaints to the Fire Chief or Chief Legal Officer, as appropriate, for further investigation or action.