

Bangor Fire Department Complaint Procedure

The Bangor Fire Department aims to provide high-quality services that meet your needs. We believe we achieve this most of the time; if we are not getting it right, please let us know.

In order to ensure our services remain at a high standard, we have a procedure through which you can let us know for any reason you are not satisfied with your dealings with our department.

If you are unhappy about our service and/or with an individual within our department, please feel free to call/speak to the Assistant Chief on Duty by calling 207-992-4700. Often we will be able to address the issue and give you a response the same day. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Fire Chief at 289 Main St., Bangor, Maine 04401 or geoffrey.low@bangormaine.gov. Please include your name, contact information, date and address of the incident, and a description of the events that have caused the complaint.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Formal procedures focus on proving whether a complaint is substantiated. They usually involve:

- investigation of the allegations
- making a finding as to whether improper conduct or poor customer service occurred
- submitting a report with a recommended course of action to the Chief
- implementation of an appropriate outcome.

To ensure consistency and fairness, the following process should be followed:

- the complainant is interviewed and the allegations are documented in writing
- the allegations are conveyed to the parties involved
- the accused are given the opportunity to respond and defend themselves against the allegations
- if there is a dispute over facts, statements from any witnesses and other relevant evidence is gathered
- relevant allegations made during the investigation are made known to both the complainant and personnel involved, with an opportunity to respond
- a finding is made as to whether the complaint has substance
- a written report documenting the investigation process, the evidence, the finding and a recommended outcome(s) is submitted to the Chief
- the Chief implements the recommended outcome(s) or decides on an alternative course of action.

A formal complaint should not be dismissed on the ground that no one saw or heard the incident occur. It is important to note that even if there is not enough evidence for a complaint to be substantiated, it does not mean that it did not occur or that the complainant is a liar. Staff can use this opportunity to:

- remind those involved of expected standards of conduct
- conduct further training and awareness raising sessions for staff
- monitor the situation carefully.