

Madison County Department of Emergency Medical Services

Standard Operating Guideline



Title	Complaints
Number	007
Adoption Date	1/1/07
Revision Date	
Approved by	Lewis Jenkins, EMS Director



Purpose:

To provide a guideline for all complaints other than those governed by the County Grievance Procedures as described in the Madison County Personnel Policy Manual.

Policy:

1. All complaints must be submitted in writing. If a complaint is not in writing, there is no complaint.
2. Complaints arising between career personnel and volunteer personnel will be forwarded to the following entities for resolution:
 - A. The EMS Director or their designee will be informed in writing of all complaints arising between career and volunteer personnel.
 - B. The EMS Director will coordinate the forwarding of medical/patient care complaints to the OMD.
 - C. The OMD will be informed of all complaints arising from patient treatment, or deviations from the accepted standard of care or established medical protocol.
 - D. When complaints involve the general public, refer the citizen to the EMS Director. Field employees **DO NOT DISCUSS** the complaints with the public.
 - E. When complaints involve coworkers or volunteers, upon return to the station, write a brief synopsis of the incident and forward it to the EMS Director.