

	<b>Queen Anne's County Fire &amp; EMS Commission Operations Manual</b>	No. 01.06
		Effective Date: 12/1/2024
	<b>Complaint Submission &amp; Disciplinary Process</b>	Revised Date: 11/7/2024

**I. SCOPE**

- A. This policy applies to all Queen Anne's County fire service personnel.

**II. PURPOSE**

- A. To ensure a consistent, fair, and transparent process for managing complaints, holding members accountable, and addressing disciplinary matters across all departments.

**III. RESPONSIBILITY**

- A. It is the responsibility of each Department and member to comply with this policy. The President, Chief, Chairman, and Vice Chair ensure complaints are acknowledged, investigated, and resolved within the specified timelines. The Disciplinary Review Board is responsible for handling escalated complaints.

**IV. PROCEDURE**

**A. Complaint Submission Process**

Once the complaint form is submitted, it will be sent to the Administrative Assistant, who will then forward it to the Chairman and Vice Chair. They will, in turn, send the complaint to the President and Chief of the station referenced for further action. This process for submitting complaints will follow the same course for both the first and second complaints.

- B. Once the President and Chief receive the complaint, they will have 7 days to acknowledge receipt of the complaint to the Chair and Vice Chair.
- C. After acknowledging the complaint, the President and Chief will have 24 days to inform the Chair and Vice Chair whether disciplinary action has been taken or if the incident was determined to be unfounded.
- D. On the third complaint regarding the same issue or individual, the matter will be escalated to the Disciplinary Review Board for further review and action. Depending on the severity of the violation, the company involved could face a penalty of up to \$5,000 deducted from their county-allocated budget.
- E. All complaints will be retained for a period of 3 years for record-keeping and future reference.



12/1/2024

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William H. Faust, Chairman  
Queen Anne's County Fire & EMS Commission