

# East Lake Tarpon Special Fire Control District



## *SOP 508 Ambulance/Hospital Complaint Procedure*

**Implementation Date: 11/2000**

**Revision Date(s): 01/05/2004**

**Reviewed Date(s):**

**Forms or Attachments: None**

Any time a problem develops involving ambulance equipment, personnel or the unit itself a form should be completed to document the incident for further investigation. Anytime a problem occurs involving a doctor or emergency department the same form should be completed.

Any complaint will be immediately reported to the D/C on duty. If the problem cannot be resolved, the EMS Coordinator will be contacted as soon as possible. The complaint will be documented on Form 508.1