

**Bangor Community Fire Department
417 W. Arlington St.
Bangor, MI 49013**

Citizen Complaint Procedure

The citizens served by the Bangor Community Fire Department are encouraged to be active participants in the operations and direction of the Fire District. This means they have the right to voice any concerns regarding personnel, operations or performance of the District as a whole. In order for the District to respond to citizen complaints, the citizen will be required to provide a written and signed complaint using the attached Complaint Form. This form will be turned in either to the Fire Chief or a member of the A.B.B. Fire Board. The Complaint will be directed to the Chair of the ABB Board. All Complaints must be presented at the ABB Monthly meeting by the Chair of the Board.

1. The citizen must complete and sign the attached Complaint Form within 90 days of the occurrence of the conduct complained of. It is crucial that the Board understand the complaint being made in order to be able to take action on it. As a result, the Complaint must include the following information:
 - a. Date, time, and location of the occurrence.
 - b. Brief description of the incident or complaint and why the citizen is concerned.
 - c. Name(s) of the people involved if known.
 - d. Complainant's name, address and phone number.
 - e. Witness name(s) (if any), address and phone number
 - f. What authority is the complaining party relying upon (for example, state statute, local ordinance, other)
 - g. The relief that is requested by the Complainant.

2. The Complaint form may be mailed or delivered to:

A.B.B. Fire Board
Attn: Chair
417 W. Arlington St.
Bangor, MI 49013

3. The A.B.B. Board will assign the review of the complaint and necessary fact finding, to a fact finding committee made up of three members of the Fire Board (one from each municipality).
4. The committee will report the results of its fact-finding to the A.B.B. Board at its next Regular Meeting.
5. The A.B.B. Board will determine by motion and vote, how the Complaint is to be addressed.
6. A response will be forwarded to the Complainant within 10 days of the A.B.B. Board Meeting.

Citizens are encouraged to attend the monthly ABB Board meetings to exercise their right to address the Board and Chief on any issue they feel needs to be addressed during the time allocated on the agenda each month.

This procedure adoption by the A.B.B. Fire Board on February 8, 2016 at the Regularly Scheduled Meeting.

Bangor Community Fire Department
417 W. Arlington St.
Bangor, MI 49013

Citizen Complaint Procedure Form

Date of incident _____ Time of incident _____

Was a vehicle involved: YES or NO

If YES, please list the vehicle number _____

Person(s) involved (if known) _____

Brief description of the incident:

Complainant's name: _____

Complainant's signature: _____

Complainant's address: _____

Complainant's phone number _____

Disposition of the Complaint:

Action taken

No action taken

Response to Complainant attached