

# GOULDSBORO FIRE DEPARTMENT

## COMPLAINTS POLICY

It is the policy of Gouldsboro Fire Department and Town of Gouldsboro to respond to complaints in constructive and timely manner. In order to file a complaint, complaint form should be completed and submitted to Fire Chief or Town Manager. This Form can be obtained from the Fire Chief or Town Manger office. A response will be returned within five business days.

A resident or customer must submit the written complaint within 30 days of the incident date. The complaint must contain the individual's personal statement and any documentation associated with said complaint. The Gouldsboro Fire Department and Town of Gouldsboro will handle all complaints swiftly and confidentially to the extent possible, considering the need to take appropriate corrective action. Most complaints are investigated and resolved within 30 days, and updates will be provided if delays are encounter.