

# **Peyton Fire Protection District**

## **Citizen Complaint Procedure**

The citizens of Peyton Fire Protection District 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 need to provide a written and signed Complaint Form to the Fire Chief. The Fire Chief will direct the complaint to the proper point of contact for investigation. All complaints filed will be presented by the Chief at the Board of Directors Monthly Business Meeting.

A. The citizen must complete and sign the Official District Complaint Form detailing the following information:

1. Date, time, and location of occurrence.
2. Brief description of the incident or complaint, and why the citizen is concerned.
3. Name(s) of people involved, if known.
4. Complainant's name, address, and telephone number.
5. Witness name(s) [if any], address, and telephone number.

B. The Complaint Form may be mailed to:

Jack Rauer, Fire Chief  
Peyton Fire Protection District  
P.O. Box 98  
Peyton, CO 80831

Or delivered to:

Peyton Fire Station  
13665 Railroad Street  
Peyton, CO 80831

C. The form will be forwarded to the appropriate personnel upon receipt.

D. A response will be made, in writing, within ten (10) business days.

E. A copy of the response will be filed with the original complaint form.

Citizens are encourage to attend the monthly 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.

**Adopted by Board of Directors on June 9, 2009 at Regular Scheduled Meeting.**

**Peyton Fire Protection District**  
**Official District Citizen Complaint Form**

**Date** of Incident \_\_\_\_\_ **Time** of Incident \_\_\_\_\_

Was a vehicle involved: **YES** or **NO**.

If **YES**, please list **Vehicle Number** \_\_\_\_\_

**Person** involved, if known \_\_\_\_\_

<p><u>Brief description of incident or complaint.</u></p>          
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**Complainant's Name** (Print) \_\_\_\_\_

**Complainant's Signature** \_\_\_\_\_

**Complainant's Address** \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**Complainant's Telephone Number/ Area Code** \_\_\_\_\_

Disposition of Complaint by Investigating Officer

Investigated by \_\_\_\_\_  
(Signature/Date)

**Action Taken**

**No Action Taken**

**Response to Complainant Attached**

<p><input type="checkbox"/> <b>Remarks</b></p>          
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