

The Shreveport Fire Department is a community oriented fire agency and is dedicated to providing the finest emergency service possible to the citizens of Shreveport. Our employees strive to make your contact with the department as professional, courteous, and informative as possible. If a Shreveport Fire Department employee has presented himself/herself in an exemplary manner, you may call the Department and recommend that he/she be commended for their service. On the other hand, if you have an unpleasant or unprofessional experience with a Shreveport Fire Department employee, you may choose to register a complaint with the Department.

This public service brochure is designed to provide you with information about the process for commending or registering a legitimate complaint against a Shreveport Fire Department employee.

To Commend an Employee

If an employee has done a good job and you want to say thanks we would appreciate hearing from you. You may call or visit the fire department during regular business hours and ask to speak to an officer within the division that the departmental employee works. You can even send us a letter outlining the circumstances of how you were helped or impressed by the employee. Please try to obtain the name of the employee, and their

assigned station or division when calling in this information.

After the commendation is received it will be forwarded through the employee's chain of command and ultimately reviewed by the Fire Chief. After the review, the employee could receive a Letter of Recognition, Letter of Commendation, or even an award presented at the annual Fire Department Awards Banquet.

Registering a Complaint

We encourage you to let us know if you have a negative experience with a fire department employee. This experience may have resulted in firefighter misconduct or employee misconduct. In any event, each legitimate complaint on fire employees is taken seriously and handled with the utmost professionalism.

The Internal Affairs unit of the Shreveport Fire Department is responsible for the handling of complaints against fire department personnel. If you have a complaint you should first call the division of the employee involved, if known, and ask to speak with that employee's supervisor. If the employee's supervisor is unavailable then you may be forwarded to the next available supervisor or to Fire Administration. During normal business hours you may call Fire Administration direct at (318) 673-6650 to file a complaint. After hours you may leave a voice mail message by calling the same number.

When filing a complaint, it is important that you remember the name of the fire department

employee (if known), the date and approximate time of the incident, any available witness names, and the circumstances outlining any wrongdoing committed by the employee. Shreveport Fire Department Policy requires that complaints involving serious misconduct be placed in writing and signed by the person making the complaint. If there are valid reasons this cannot be done, other arrangements will be considered.

Except for extenuating circumstances, a complaint is normally not accepted more than 60 days after the incident occurs.

Depending on the seriousness of the allegations against the employee, the incident will be investigated by the Internal Affairs unit or immediate supervisor. The investigation will be thoroughly reviewed to determine if the employee's actions violated any criminal laws and/or departmental policies or procedures. Once the investigation is completed and officially closed, you will be sent a letter outlining the disposition of the complaint.

If the complaint is **sustained** (proven true), the employee will receive the appropriate training or disciplinary action. These actions are **counseling, oral reprimand, written reprimand, suspension, demotion, or termination.**

In the event that your complaint is not supported by sufficient evidence, the complaint will be **not sustained**. If the complaint is proven false or not factual, the disposition will be **unfounded**. If the incident occurred, but the actions of the employee are deemed lawful and proper, then the disposition will be **exonerated**.

If it becomes necessary that you register a complaint against an employee of the Shreveport Fire Department, you can be assured it will be given a fair and thorough investigation. You can also be assured that the Fire Chief will review your complaint.

Please do not hesitate to commend an employee or file a complaint when necessary. This information is invaluable in the Shreveport Fire Department's continuing effort to provide the best possible service to our community.

Processing Commendations and Complaints

When processing citizen-initiated commendations and complaints, the Shreveport Fire Department follows guidelines established by the **City of Shreveport's Constituency Contact and Response System (CCAR)**

1. Citizen (constituent) contacts the Fire Department by phone, letter, or walk-in, to register a suggestion, request, or complaint.
2. The department coordinator enters the information provided by the citizen into the **CCAR** system and a letter is generated and mailed to the citizen acknowledging receipt of the information.
3. The department coordinator assigns the request to the responsible division and prints a Responsibility Assignment Form to send to the division for handling.
4. The division provides the requested services and/or resolves the problem. The Responsibility Assignment Form is completed and returned to the department coordinator for entry into the **CCAR** system.
5. The department coordinator will enter the information provided by the division. A letter will be generated by the system to the citizen indicating actions taken.

MISSION STATEMENT

The Shreveport Fire Department will deliver the highest level of emergency and non-emergency services to our community by protecting and preserving life, property, and the environment while providing support, encouragement, and motivation through professional development of the individuals within our organization.

Contact Numbers

Administration.....	673-6650
Fire Chief.....	673-6655
Deputy Fire Chief.....	673-6658
Administrative Assistant To The Chief.....	673-6654
Assistant Chief Duty Shift Commander.....	673-6662
Academy.....	673-6766
Communications Division.....	675-2200
Communications Duty Supervisor.....	675-2137
Emergency Medical Services.....	673-6720
Fire Prevention Bureau.....	673-6740
Maintenance Garage.....	673-6730
Emergency.....	9 1 1



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Shreveport Fire Department



**Guidelines
For
Commending Employees
And
Registering Service
Complaints**

