

JORDAN VALLEY EMS AUTHORITY POLICY

POLICY #: 105.2.2

SUBJECT: COMPLAINTS

CAAS STANDARD: 105.2.2

SCOPE: ALL EMPLOYEES AND VOLUNTEERS

PURPOSE:

To ensure that all complaints from the public and other public safety agencies are investigated and are addressed in a timely and efficient manner and operational changes are made if necessary to ensure a high level of quality patient care and customer service.

POLICY:

It is the policy of the company to handle all complaints from the public or other agencies with efficiency, respect, and in accordance with the procedure set forth in this policy.

PROCEDURE:

This policy will be implemented using the following procedure:

1. Upon receipt of a complaint, the employee being made aware of the complaint will direct the reporting party to the Supervisor on Duty.
2. The Supervisor on Duty may resolve the complaint at the time if they have the ability to do so. If the complaint is resolved an incident report will be filed with the Director. If the complaint cannot be resolved it will then be forwarded to the County Administrator for further action.
3. Employees will also immediately report any situations that may result in a complaint from the public or other public safety agencies to the Director or Supervisor on Duty.
4. The Director will take the necessary steps in notifying other outside agencies where applicable. These include but are not limited to:
 - a. Insurance agents and carriers
 - b. Medical Control Authority
 - c. Local law enforcement agencies
 - d. The Director will do a thorough investigation of the complaint and render the best possible findings and remedies

POLICY HISTORY:

Implemented February 1, 2015

Reviewed

rev 04/2020

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