Complaint Review

**HERE’S WHAT HAPPENS AFTER A COMPLAINT IS FILED**

1. All formal complaints are referred to the EMS Director and Administrative Supervisor.
2. A letter acknowledging receipt of the complaint is sent to the complainant by the Administrative Supervisor.
3. The Administrative Supervisor assigns the formal complaint to the appropriate Shift Supervisor for investigation. All complaints received are coordinated and processed by the Administrative Supervisor.
4. The Shift Supervisor will investigate and conduct interviews of the involved subjects and witnesses, and gather all pertinent documentation.
5. The complainant may be interviewed if necessary, either at EMS Operations Center or at a location mutually agreed upon if desired.
6. The Shift Supervisor shall complete a detailed investigative report. Anyone may submit relevant evidence during the investigation.
7. The completed investigation is then forwarded to the Director and Administrative Supervisor for review.
8. The Director and Administrative Supervisor determine if misconduct or wrong doing has occurred.

Your questions, suggestions, and comments are a very important part of the Bedford County EMS program. Please contact us at:

**BEDFORD COUNTY EMS**

119 Frank Martin Rd

Shelbyville, TN 37160

Telephone: (931) 684-4403

Fax: (931) 684-3654