TOLEDO FIRE & RESCUE DEPARTMENT

# B-11 Complaints And Conflicts

**Non-Emergency Manual**

**Date Revised: 02/01/2018**

Last Modified: 08/29/2024 08:45

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**Policy/Procedure**

**1.** Complaints and conflicts by members shall be settled at the lowest level possible.

**2.** Complaints and conflicts shall not be delivered to a Deputy Chief until a sincere effort has been made to resolve them at the Company Officer and Battalion Chief's levels.

**3.** Each Company Officer, Station Commander, Battalion Chief, and Deputy Chief who attempts to settle a complaint or conflict shall make a written report through the chain of command to the Fire Chief stating the details of the complaint, the steps taken to resolve it at their respective level, and recommendations for avoiding similar situations in the future.

**4.** The report and recommendations shall be submitted regardless of whether the issue was resolved at the involved officer's level.

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See Also:

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Last update: **08/29/2024 08:45**