

## **City of Kinston Department of Fire & Rescue**

### ***Citizen Complaint Process***

The City of Kinston Department of Fire & Rescue strives to provide services to the community in an ethical and professional manner and pledges to review any questions that come about as a result of the actions of Department employees.

1. If you need to make a complaint concerning the actions of a City of Kinston Department of Fire & Rescue employee, or about any aspect of the City of Kinston Department of Fire & Rescue, please:
  - A. Come to the City of Kinston Department of Fire & Rescue, 205 East King Street, and advise the person at the reception desk that you want to make a complaint; or
  - B. Call the City of Kinston Department of Fire & Rescue at 252/939-3164 and advise the person answering the phone that you want to make a complaint; or
  - C. Write your complaint out and mail it to the Fire Chief, City of Kinston Department of Fire & Rescue, 205 East King Street, Kinston, NC 28502.
2. Any City of Kinston Department of Fire & Rescue supervisor will assist you in completing a complaint form. You will be asked to identify yourself and to give specific details outlining your allegations against the employee. You will be required to sign the complaint form and any statements given by you.
3. All complaints will be thoroughly and promptly investigated by our Professional Standards staff. You may be required to answer additional questions concerning your complaint.
4. If the investigation of your complaint will take longer than thirty (30) working days, you will be notified by letter or phone call.
5. When the investigation is completed, it will be submitted to the Fire Chief for review. You will be notified by letter as to the findings and disposition of your complaint.

***MISSION STATEMENT OF THE CITY OF KINSTON DEPARTMENT OF FIRE &  
RESCUE***

To provide, with compassion, the highest level of professional service to the customers we serve through pride, proficiency and integrity.