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| ***REPLACE WITH YOUR MASTHEAD*** |
| **VFIS logo black JPG** | **SOG Title:** |
| **SOG Number:** |
| **Original Date:** | **Revision Date:** |
| **ABC Fire Department General Operating Guideline** |

**Conflict Resolution with External Agencies/Customers**

***This is a sample of a standard operating guideline (SOG) on this topic. You should review the content, modify as appropriate for your organization, have it reviewed by your leadership team and if appropriate your legal counsel. Once adopted, make sure the SOG is communicated to members, implemented and performance monitored for effective implementation.***

**Purpose:**

To resolve complaints expeditiously and assure good relationships with our external customers and agencies.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ endeavors to maintain excellent relationships with fire victims, patients, families, businesses, healthcare providers and public safety personnel, as well as the community at large.

To that end, members are responsible for conducing themselves in a professional manner as defined in the Standard Operating Guidelines, Firefighter Handbook and other \_\_\_\_\_\_\_\_\_\_\_\_\_ documents.

However, from time to time complaints may arise, and therefore, must be addressed as expeditiously as possible to ensure good relations with the aforementioned parties. All complaints will be given careful consideration and reviewed in a just and fair manner.

**Procedure:**

**External Complaints:** If a complaint is received from an external customer, the person taking the call/receiving the information should refer the complainant to the officer in charge (OIC), or the chief. If not available, he/she should document the information with as much detail as possible and forward it to the chief. The chief will direct the investigation of the complaint. The chief will reply and take corrective action as necessary.

**Complainant Feedback:** Without releasing confidential information, \_\_\_\_\_\_\_\_\_\_\_\_\_ will respond when the incident is closed. Information will be supplied to those involved indicating outcome, explanation of circumstances, and steps taken to prevent a similar incident from recurring.

***This is a sample guideline furnished to you by VFIS. Your organization should review this guideline and make the necessary modifications to meet your organization’s needs. The intent of this guideline is to assist you in reducing exposure to the risk of injury, harm or damage to personnel, property and the general public. For additional information on this topic, contact your VFIS Risk Control representative.***

**References:**

King of Prussia (PA) Volunteer Fire Company SOG KP0081 Conflict Resolution with External Agencies/Customers