



Orange County Emergency Services
Standard Operating Guidelines

SOG Name: Complaints and Kudos

SOG Number: GEN-014

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I. GOAL

1. To establish a consistent, reliable method to to:
 - a. Accept and distribute congratulatory correspondence;
 - b. Research citizen complaints and/or inquiries of others;
 - c. Develop reports of research outcomes to establish positive learning points for future service delivery.

II. OBJECTIVE

1. Establish one method to track congratulatory notices or complaints
2. Provide a template for all to follow and complete to establish consistency
3. Establish a consistent method to share information among intradepartmental sources to ensure accurate, timely data is collected
4. Provide a final report that includes all pertinent information and summary for review by the Director to ensure one source of information dissemination.

III. SCOPE

1. All personnel who receive congratulatory notices of personnel actions or assigned the task of conducting an inquiry or investigate a complaint shall comply with this guideline.

IV. PROCEDURE

1. Congratulatory letter or notice is received by an employee or a complaint is received and routed to the Director.
2. The Director's Assistant assigns a case file number and returns the initial form to the Director.
3. The Director reviews congratulatory notice or initial complaint and determines who will receive notification or conduct investigation. This may be an individual or group of individuals.

4. If it is a congratulatory notice or correspondence, the Director's Office will forward a brief note along with a copy of the original notice to those named. A copy will be placed in each individual's personnel folder.

5. If the notice is a complaint and a group, is assigned, a lead person will be assigned by the Director whose responsibility it is to move the inquiry along, assign tasks and complete the summary and report for final submission to the Director.

6. The individual or lead will receive the inquiry from the Director, discuss any points and begin the inquiry as soon as possible

7. The Director will assign the priority for the inquiry: immediate, expedite or with purpose. The investigator will have the authority to interview or review any and all records or personnel to determine complete inclusion of all pertinent data. Personnel inquiries will require adherence to all internal and County Personnel and/or Human Resources policies to ensure an individual's rights.

8. The investigator or team leader will provide timely updates to the Director; no less than weekly. All reports conducted as a result of an internal or external complaint are to be considered confidential and For Official Use Only (FOUO) and released only through the Director's Office.

9. The completed report will include all documents, data and interview notes and a summary and findings page as provided in the Complaint and Inquiry Investigations template.

10. Following review by the Director, it may be returned to the investigator for follow-up, update, additional information or clarification of any point(s) necessary to produce a complete, accurate final report.

11. Once the report is accepted by the Director, the case will be closed and filed.
