

**Billings Fire Department  
General Information for  
Employee Complaint Process**

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**FROM THE FIRE CHIEF**

Thank you for taking the time to let us know how the Billings Fire Department is doing.

The Billings Fire Department expects a very high level of professional conduct from all employees. The BFD wants to know how we can better improve the service we provide to the community. Community service depends on a working relationship between the Fire Department and the citizens we serve.

A citizen complaint, and its subsequent investigation, allows us to examine the service we provide to our community.

**WHEN SHOULD YOU FILE A COMPLAINT?**

A complaint should be filed when you believe a member of the Billings Fire Department has acted improperly in the course of his/her work. Whether the complaint is related to discourteous treatment, or any other action you believe to be wrong, we want to know about it.

**WHERE TO OBTAIN A COMPLAINT FORM?**

For the public's convenience, complaint forms are available at the Fire Administration Headquarters Office at Fire Station One, located at 2305 8th Avenue N, Billings, MT, 59101. It is also available on our website at <https://billingsmt.gov/fire>, clicking "Submit Commendation/Complaint" to find our printable forms.

**HOW TO FILE A COMPLAINT?**

You may file a complaint through fax at (406)-657-8456. You may also file complaints to Billings Fire Department Headquarters Office at Fire Station One, or mail the form to:

Billings Fire Department  
ATTN: Executive Assistant Fire Chief  
2305 8th Avenue N  
Billings, MT 59101

**IMPORTANT INFORMATION WHEN YOU FILE**

When you file your complaint, please include as much information as possible in your description of the event, such as the date, time, and exact location of the incident; the name of employee if known; description of the employee; name, telephone number and/or address of any potential witnesses; and any other evidence you feel may be important such as copies of documentation, photographs, etc.

**ANONYMOUS COMPLAINTS**

Anonymous complaints, or complaints from citizens who wish their names to be held in confidence, shall be accepted for investigation. Citizens offering anonymous complaints are advised that our ability to investigate the complaint may be limited by the anonymity.

**WHAT THE BILLINGS FIRE DEPARTMENT DOES WITH YOUR COMPLAINT**

The first step in the complaint process is an assessment by the Executive Assistant Fire Chief. The Assistant Chief will determine if an investigation is necessary and identify who will investigate the complaint. Complaints involving Fire Administration will be directed to the appropriate level of supervision.

You may be contacted by a Department representative for an interview. This interview may be conducted by phone, or in some cases in person. After this interview, the supervisor will discuss the matter with the employee, to include any disciplinary or suggested corrective action deemed necessary.

Your interview may be taped, and you may be required to provide a written statement regarding the situation.

Those filing complaints are advised that any complaint determined to be a false complaint or a complaint that involves a criminal offense may be referred to Law Enforcement for the appropriate investigation. Complainants are advised that the filing of a false complaint may result in criminal prosecution.

#### **HOW LONG DOES THE PROCESS TAKE?**

All attempts will be made to complete investigations of complaints within 30 days from the date they are received. The Fire Chief or Assistant Chief may extend that time due to circumstances that prevent the completion of the investigation, e.g., availability of employees and witnesses, location of witnesses, evidence, etc. You will be notified about any delays in the investigation and final disposition of your complaint.

#### **WHAT HAPPENS AFTER THE INVESTIGATION**

If the employee is found not to be in violation of any policy, procedure, or criminal statute, the complaint will be closed with no further action needed.

If the employee is found to be in violation of any policy, procedure, or criminal statute, the investigator will have identified the relevant violation in their report. Fire Administration staff will then review the investigation and make any decisions as to disciplinary or corrective action in accordance with the Collective Bargaining Agreement.

In severe cases, disciplinary action may result in termination of employment, demotion, or suspension without pay. Other less severe sanctions may include training and counseling by supervisory staff. The Fire Chief is the final Department authority for discipline.

Regardless of the outcome of your complaint, you will be notified in writing of the results of the investigation.

#### **APPEAL OF DECISIONS**

The investigative disposition within the department of any citizen complaint rests with the Fire Chief. Should you disagree with the Chief's assessment or disposition of your complaint, you may file an appeal for final disposition with the City Administrator, P.O. Box 1178, Billings, MT 59103.

If you have any questions or for more information about this process you may contact the Office of Professional Standards at 406-657-8421.



# Citizen Complaint Form

Submit completed forms to:  
Fax: (406) 657-8456 or by mail to  
Billings Fire Department  
ATTN: Executive Fire Chief  
Billings, MT 59101

**Date**

### INFORMATION ABOUT YOU:

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address:

## INFORMATION ABOUT THE INCIDENT:

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Address/Location:

**INFORMATION ABOUT THE BILLINGS FIRE DEPARTMENT EMPLOYEE(S) INVOLVED:**

Name / Physical Description:

Name / Physical Description: \_\_\_\_\_

**INFORMATION ABOUT A WITNESS** (continue on reverse side; attach additional pages or documents if needed):

Name: \_\_\_\_\_ Phone: (      )

Address:

**NATURE OF COMPLAINT** (continue on reverse side; attach additional pages or documents if needed):

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**THIS SECTION FOR ADMINISTRATIVE USE ONLY**

**REPORT RECEIVED BY:**

**INVESTIGATIVE COMMENTS:** \_\_\_\_\_

## **DISPOSITION OF COMPLAINT**

- Commendation – place in personnel file. A copy of the commendation will be provided to the employee.
  - Resolved with citizen/no further action necessary
  - Referred to \_\_\_\_\_
  - Unfounded
  - Other

**SIGNATURE OF SUPERVISOR:**

**DATE:**

**SIGNATURE OF ASSISTANT CHIEF:**

**DATE:**

**SIGNATURE OF FIRE CHIEF:**

**DATE:**