

10. The Administrative Review Board reviews the case and prepares a disposition.
11. If a complaint is classified as “sustained,” the Asst. EMS Chief will make a recommendation for discipline and will sign the report signifying agreement with the facts as outlined in the report.
12. The recommendation is then forwarded to the EMS Chief for final approval. The Chief reviews the information and approves the disposition, and the Asst. EMS Chief will then forward a letter to the complainant outlining the results of the investigation.
13. If the recommendation by the Administrative Review Board is that the complaint be classified “exonerated,” “unfounded,” “non sustained,” or “policy review” the complainant may make objections in writing or in person at the EMS Headquarters.

The City of La Porte EMS is vitally concerned about the integrity of our agency. Our complaint and disciplinary procedures are established to ensure this integrity and prompt a fair disposition of received complaints.

We feel that our complaint procedures are as effective as any in the nation. We want to know when our paramedics perform their duties improperly so appropriate action can be taken. This may range from an oral reprimand to the discharge of the paramedic.

We also want to know when our paramedics perform in an outstanding manner. We appreciate all input that helps us improve ourselves.

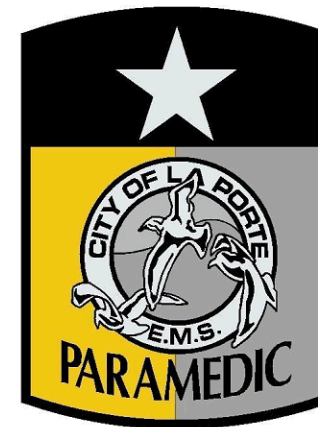
**** This procedure in no way replaces any legal action you may wish to initiate.**

EACH ALLEGATION IN A COMPLAINT IS JUDGED ACCORDING TO THE FOLLOWING CATEGORIES:

1. **SUSTAINED** – The investigation disclosed sufficient evidence to clearly prove some of the allegations made in the complaint.
2. **NON SUSTAINED** – The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation made.
3. **EXONERATED** – The investigation reveals that the acts did occur, but were justified, lawful and appropriate.
4. **UNFOUNDED** – The investigation indicated that the alleged act(s) did not occur.
5. **NOT INVOLVED** – **The investigation revealed that the accused employee was not involved in the allegation made.**
6. **POLICY REVIEW** – The investigation reveals that there is a need to modify an existing policy/procedure or one needs to be implemented.

**THE CITY OF LA PORTE
EMERGENCY MEDICAL SERVICE**

**COMPLAINT PROCESS
INFORMATION BROCHURE**



**PROUD OF OUR PAST,
COMMITTED TO OUR
FUTURE**

www.lpems.org

The City of La Porte EMS is accountable for the acts and omissions of all its employees. To that end, an obligation exists to our employees, the agency, and the community that we serve to investigate allegations of misconduct or substandard performance.

To meet this obligation, the City of La Porte EMS has developed this Complaint Process brochure. This brochure provides citizens and EMS personnel guidance in initiating personnel complaints and a description of how the complaint process works.

The purpose of investigating a complaint is to determine the facts as accurately as possible. Every employee shall cooperate fully in a complaint initiated investigation. They will provide any and all information that may be pertinent in conducting the investigation.

The City of La Porte EMS is committed to conducting fair and impartial investigations on behalf of both the employee and the citizens that it serves. The evaluation of each case is based on facts disclosed during the investigation.

An investigation can occur whenever it is alleged that an employee's conduct or behavior violates the City of La Porte EMS policy, medical protocol, procedure, rule, regulation, or training procedure.

The objectives of a complaint initiated investigation are to:

- Determine if EMS personnel were involved in a violation of policy, protocol or procedure.
- Factually establish what happened.
- Uncover all pertinent facts so they will be rendered admissible in a Review Board hearing.

- Determine whether the conduct or behavior was intentional or unintentional.
- Determine if the conduct was the result of action or inaction by the employer.
- Determine the reasonableness and basis of the employee's actions and evaluate any explanation given.

Complaint initiated investigations will be specifically, directly, and narrowly related to performance of duties within the scope of employment and fitness to hold the position.

HOW TO MAKE A COMPLAINT

If you feel a City of La Porte EMS staff member acted improperly, a request may be made in writing, in person, or by telephone to receive a "Complaint Packet" to officially file a complaint. Complaints are categorized as:

Formal – A Complaint Form (311A) is completed and forwarded to the EMS Chief and an Administrative Investigation Referral Form is completed and a preliminary investigation is conducted to determine if the complaint has possible merit. If possible merit exists, the investigation is expanded.

Informal – An informal complaint received by a complainant not wishing to complete Complaint Form (311A). A Preliminary Investigation is conducted to determine if the complaint has possible merit. Typically assigned to a supervisor to review and document findings.

Complaints may be made at:

- 1) City of La Porte - EMS Headquarters
10428 Spencer Hwy.
La Porte, TX 77571
(281) 471-9244 or
- 2) Website – www.lpems.org

WHAT HAPPENS AFTER YOU FILE YOUR COMPLAINT

1. All formal complaints are referred to the EMS Chief.
2. An Administrative Investigation Referral Form is completed by the EMS Chief to initiate a formal complaint and investigation.
3. A letter acknowledging receipt of the complaint is sent to the complainant by the Asst. EMS Chief.
4. If the EMS Chief determines in a preliminary review of the facts that possible employee misconduct or wrong doing occurred, an investigation will be initiated.
5. The Asst. EMS Chief investigates all formal complaints; however, if minor in nature, complaints may be assigned to shift supervisors for investigation. All complaints received are coordinated and processed by the Asst. EMS Chief.
6. The Asst. EMS Chief will investigate and conduct interviews of the involved subjects and witnesses, and gather all pertinent documentation.
7. The complainant may be interviewed if necessary, either at EMS Headquarters or at a location mutually agreed upon if desired.
8. The Asst. EMS Chief shall complete a detailed investigative report. Anyone may submit relevant evidence during the investigation.
9. The completed investigation is then forwarded to the Administrative Review Board for review. The Administrative Review Board determines if misconduct or wrong doing has occurred.

