

Dear Citizen or Service Agency Member,

Attached to this letter you will find the complaint/commendation form you are seeking. This form is for the provision of information regarding excellent customer service and care provided by any of our public safety telecommunicators (PST’s) or to provide information in regard to an issue or concern following a call for service to dispatch.

Please fill out all of Part I of the form and use Part II to supply your narrative statement pertaining to your complaint or commendation. This will be used to either notify the telecommunicator’s excellent service to you or begin the investigation, should that be warranted.

This is a fillable form. Once completed, please print and either scan/email to bambi.kern@eddy911.com or fax to the number below.

Should there be a need for you to submit additional information, please send those additional pages with your completed form.

Regional Emergency Dispatch Authority

Fax: 1-888-820-5311

Email: bambi.kern@eddy911.com

*Please be advised that while email submissions are delivered directly to the Executive Director of REDA, all REDA personnel have access to and handle documents delivered to REDA via fax. Therefore, REDA does not guarantee the privacy of submissions provided through fax...*

Once a complaint/commendation is received, what happens next?

* Are you are reporting excellent customer service or outstanding work on the part of the public safety telecommunicator or supervisor? If so, your information will be transcribed onto a letter of commendation to be presented to the employee at the next regularly scheduled REDA Executive Board Meeting following receipt. These are Open Meetings and as such, you will be notified of the date/time and you are free to attend and meet the PST that assisted you.
* Is it of a criminal nature? If so, it will be assigned to an officer/deputy, as is appropriate for the jurisdiction of the submitter’s residence. You will be notified of any such assignment and subsequent investigation.
* Is it a matter of poor customer service or mishandling of a record of call? If so, all phone conversations are recorded at REDA. If accurate date/time of the phone call is provided, those recordings can and will be reviewed by administration for determination of further action, if any is warranted. You will be notified of the outcome as well.

Regards,

Bambi Kern

Executive Director

Regional Emergency Dispatch Authority

\*Depending on your Word version, you may need to click on the “Enable Editing” in the yellow bar at the top.

**COMMENDATION INFORMATION**

NAME OF PERSON SUPPLYING THE COMMENDATION:

CONTACT NUMBER:

DATE OF COMMENDABLE ACTIONS: Choose Date DATE OF SUBMISSION: Choose Date

APPROXIMATE TIME OF COMMENDABLE ACTIONS:

BRIEFLY DESCRIBE THE BASIS OF THIS COMMENDATION. PROVIDE WHATEVER INFORMATION YOU DEEM NECESSARY IN ORDER TO GIVE REDA ADMINISTRATION AN OVER-ALL PICTURE OF THE BACKGROUND, CIRCUMSTANCES, AND BASIS FOR THIS COMMENDATION:



**COMPLAINT INFORMATION**

NAME OF PERSON SUPPLYING THE COMPLAINT:

CONTACT NUMBER:

DATE OF COMPLAINT: Choose Date DATE OF SUBMISSION: Choose Date

APPROXIMATE TIME OF COMPLAINT INCIDENT:

BRIEFLY DESCRIBE THE BASIS OF THIS COMPLAINT. PROVIDE WHATEVER INFORMATION YOU DEEM NECESSARY IN ORDER TO GIVE REDA ADMINISTRATION AN OVER-ALL PICTURE OF THE BACKGROUND, CIRCUMSTANCES, AND BASIS FOR THIS COMPLAINT:

