



CHINO VALLEY FIRE DISTRICT

14011 City Center Drive Chino Hills, CA 91709 • Phone: (909) 902-5260

Citizen Compliment or Complaint Form

The District welcomes input from the public on the services it provides in the form of compliments and complaints. We rely on this feedback to continue improving our services. Please complete this form to the best of your abilities.

Type: Compliment Complaint

Name: _____ Address: _____

May we contact you regarding your feedback today? Yes No

If yes, what would be the best way to contact you? Email Phone

Email Address or Phone Number: _____

Name(s) of District Employee(s) Involved: _____

Date/Time/Location of Occurrence:

Your Description of the Occurrence:

I declare under penalty of law that the information provided is true and correct.

Signature

Date

Submit additional documentation if needed. If involving a civil rights issue, this complaint should be directed to the appropriate Federal or State agency. Should you need any assistance, please contact the Fire Chief.



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*****District Use Only*****

Date Received: _____ Time Received: _____

Submission Method: Online In-Person Mail Received By: _____

Comments/Investigation:

Disposition

- Compliment
- Complaint Not Sustained – Unfounded: This disposition is assigned to a complaint where the allegation is false or not supported by the evidence.
- Complaint Not Sustained - Inconclusive: This disposition is assigned to a complaint where there is insufficient evidence or where there are insufficient facts to prove or disprove the allegation made in the complaint.
- Complaint Not Sustained - Exonerated: This disposition is assigned to a complaint where the alleged act or omission did occur, but was lawful and proper.
- Complaint Sustained - This disposition is assigned to a complaint where the investigation finds that the alleged act or omission did occur, constitutes misconduct, and the appropriate corrective measures were taken.
- Complaint Forwarded to another Appropriate Agency for Investigation

Investigators:

Name Signature Date

Name Signature Date

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