



KING OF PRUSSIA VOLUNTEER FIRE COMPANY
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Standard Operating Guidelines

SOG NO.: KP-1-0030

SOG TITLE: CONFLICT RESOLUTION WITH EXTERNAL AGENCIES / CUSTOMERS

ADOPTION DATE: 01/02

REVISION DATE:

NO. OF PAGES: 2

Purpose: To address complaints expeditiously and assure good relationships with customers and agencies we interface with.

The King of Prussia Volunteer Fire Company (KPVFC) endeavors to maintain excellent relationships with fire victims, patients, families, businesses, healthcare providers, and public safety personnel, as well as the community at large.

To that end, members are responsible for conducting themselves in a professional manner as defined in the Standard Operating Guidelines, Firefighter Handbook and other KPVFC documents.

However, from time to time complaints may arise, and therefore, must be addressed as expeditiously as possible to ensure good relations with the aforementioned parties. All complaints will be given careful consideration and reviewed in a just and fair manner.

Procedure:

External Complaints: If a complaint is received from an external customer, the person taking the call/receiving the information should refer the complainant to the OIC, or the Chief. If not available, he/she should document the information with as much detail as possible and forward it to the Chief. The Chief will direct the

investigation of the complaint. The Chief will reply and take corrective action as necessary.

Complainant Feedback:

Without releasing confidential information, KPVFC will respond when the incident is closed. Information will be supplied to those involved indicating outcome, explanation of circumstances, and steps taken to prevent a similar incident from recurring.