



## CITIZEN COMPLAINT FORM

COMPLAINANT INFORMATION (To be filled in by complainant)		
<b>1. Name of Complainant:</b>		<b>2. Address:</b>
<b>3. Best Contact Number:</b>		<b>4. Email Address:</b>
<b>5. Incident Date and Time:</b>		<b>6. Name or Description of Employee Involved:</b>
<b>7. Name(s) of Witness(es):</b>		<b>8. Witness(es) Contact Number(s):</b>
<b>9. Department Vehicle Involved (if applicable):</b>		<b>10. Location, County or City of Incident:</b>
<b>11. Is subject an RVFD employee?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>12. Today's Date:</b>
<b>13. Supporting documentation?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please attach.
<b>14. Nature of complaint (check all that apply)</b>		
<input type="checkbox"/> Criminal/Subject Arrested <input type="checkbox"/> Substance Abuse/Drinking on Duty <input type="checkbox"/> Theft/Fraud <input type="checkbox"/> Firearms/Deadly Weapons <input type="checkbox"/> Harassment/Threats <input type="checkbox"/> Retaliation <input type="checkbox"/> Verbal Misconduct: Profane, disruptive, offensive <input type="checkbox"/> Violence/Physical Harm <input type="checkbox"/> Examination Breach/Cheating <input type="checkbox"/> Driving related incident <input type="checkbox"/> Unprofessional Behavior <input type="checkbox"/> Other, please explain	Brief Explanation (Additional space available on page 4):	
<b>15. Manner in which the complaint occurred (check all that apply)</b>		
<input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Electronic <input type="checkbox"/> Mail <input type="checkbox"/> Other, please explain	Brief Explanation:	



**16. Specify any previous actions you have taken to resolve your complaint.**

**17. Specify remedy requested by you.**

I hereby certify that the information stated above is true, correct and complete to the best of my knowledge.

**Signature of Complainant:**

**Date Filed:**

Written complaint must be filed no later than 180 days after the date of the alleged discrimination, in person or by mail, fax or email.

Upon receipt of the complaint by the Compliance Officer, the complaint shall be marked with the date received and the date shall be referred as the filing date. The complainant will be provided a copy of the complaint, with attached allegations, and a copy of this procedure within 10 business days following the filing date.

The Complainant will be asked to provide the names of any witnesses or individuals who can support their allegations. The complainant must provide this information during the initial filing.

Discretion in the sharing of information is essential in matters involving allegations of illegal discrimination. Improper disclosure of information by the parties involved may be the basis for claims of unprofessional conduct, or charges of slander and retaliation.

I have read and understand the above statement.

**Signature of Complainant**

**Date:**

(Parent Signature for minors under 18 years of age)

**\*FOR RVFD STAFF USE ONLY**

Reviewed By:		Date:	
Investigator Assigned? (include date)		Investigator Name:	
Violation of Policy/ Gov't Code?		Violation Information	
Assigned Case Number:		Date Assigned	



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(REV. 03/23)

## SUMMARY OF CITIZEN COMPLAINT PROCESS

The Rincon Valley Fire District, (RVFD), is responsible for serving and safeguarding the people and protecting the property and resources of our District. RVFD employees are among the most professional firefighting and resource management personnel available. We serve with pride and want the citizens of the Rincon Valley Fire District to share in that pride. However, as with any organization, deviation from ideal performance may occur. For this reason, RVFD has a well-defined procedure for assisting citizens who wish to voice a complaint against our operations or our employees' conduct.

A citizen has a right to file a complaint against RVFD or any of its individual members. When a complaint is received, it is forwarded to Fire Chief James Tucker. If appropriate, RVFD will conduct a thorough investigation. All investigations are conducted objectively and are aimed at maintaining public confidence and The District's integrity. Upon completion of an investigation, the findings are directed through the appropriate chain of command for impartial review.

This process is designed to accomplish three goals: First, to protect the public from inappropriate actions on the part of RVFD employees; second, to protect RVFD personnel from false allegations; and finally, to ensure that RVFD complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including language).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). In order for RVFD to thoroughly investigate any alleged misconduct, RVFD may make contact with the complainant. By following the procedures below, your complaint can be properly and quickly addressed.

- A. Fill out RVFD's Citizen Complaint Form. Please provide all the information requested. You may attach additional pages, if necessary.
- B. Please sign and date the form on page 2.
- C. Please submit the form, along with any additional documentation to Laura Bucklin at [HR@rinconvalleyfd.org](mailto:HR@rinconvalleyfd.org), or mail it to:

Rincon Valley Fire District  
ATTN: Laura Bucklin  
14550 E Sands Ranch Rd.  
Vail, AZ 85641

We appreciate you taking the time to assist us in keeping open lines of communication with members of our community. Should any questions arise, we encourage you to contact the Rincon Valley District Office at 520-647-3760.



RINCON VALLEY FIRE DISTRICT  
14550 E SANDS RANCH RD  
VAIL, AZ 85641  
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**14. Nature of complaint (continued):**