

West Allis Fire Department

The members of the West Allis Fire Department strive to provide the best fire and emergency medical services available. Chief Mason Pooler would like to be notified of exceptional service provided by any members of the West Allis Fire Department. The best way to commend the actions of a West Allis Fire Department employee is to write a letter describing the incident and the actions that you thought were exceptional. Information such as the date, time, and location will help to identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal commendation.

Commendations received by the Fire Chief are shared with the department and forwarded directly to the employee(s). Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. Feedback like this lets us know if we are doing a good job. The West Allis Fire Department is committed to providing the best service possible. Citizen comments are important in helping us achieve this goal.

Any recommendations or suggestions on how to improve our fire and emergency medical services are always welcome. Please direct all comments to:



Fire Chief Mason Pooler
West Allis Fire Department
7332 W. National Avenue
West Allis, Wisconsin 53214
414-302-8904

West Allis Fire Department

The mission of the West Allis Fire Department is to safeguard the lives and property of the people we serve, to reduce community risk and incidents of emergencies, and to enhance public safety while working with community partners to improve quality of life. Our promise to our citizens is to do so with honor and compassion, while at all times conducting ourselves with the highest ethical standards

West Allis Fire Department

The vision of the West Allis Fire Department is to create the safest community in the nation through the strategic use of preventative measures, community outreach, and emergency mitigation.

West Allis Fire Department

7332 W. National Avenue
West Allis, Wisconsin 53214
Phone: 414-302-8900
Fax: 414-302-8927
Website: www.westalliswi.gov

West Allis Fire Department

Jay Scharfenberg, Assistant Chief
Operations Division
414-302-8902

Jason Schaak, Assistant Chief
Community Risk Reduction/Support Services
414-302-8911

Armando Suarez Del Real, Deputy Chief
Bureau of Fire Prevention and MIH
414-302-8901

Kyle Novak, Deputy Chief
Bureau of Training and EMS
414-302-8918

West Allis Fire Department

COMMENDATION AND COMPLAINT PROCEDURE



CITIZEN GUIDE

For use by citizens to file a commendation for or a complaint concerning a fire department employee



HOW TO MAKE A COMPLAINT

The first step is to call, write, e-mail or come in person to request a complaint form. A complaint may be made during normal business hours (8:00 am to 4:30 pm) Monday thru Friday. You may also come in person to address your concern with a supervisor, if you wish.

Mailing Address:
Professional Standards
West Allis Fire Department
7332 W. National Ave.
West Allis, WI 53214
414-302-8900

INVESTIGATION PROCEDURE

If you wish to speak with a supervisor, the person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement be obtained from you. If your concern stems from an incident involving a family member or yourself, it may not be investigated until any related legal matter have been settled.

Depending on the circumstances of your concern, it may be investigated in one of two ways. It will either be forwarded to the employee's supervisor for inquiry or to the appropriate fire department bureau commander for investigation.

Each allegation is examined on its own merits. Formal investigations require investigators to contact all available witnesses, including firefighters, examine any relevant physical evidence, and gather all information pertinent to each

The Fire Chief will render a finding in each case. There are seven possible findings:

Sustained: The investigation disclosed enough evidence to clearly prove the allegation.

Not sustained: The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Exonerated: The act which proved the basis for the complaint did occur; however the investigation revealed the act was justified, lawful and proper.

Unfounded: The investigation has produced sufficient evidence to prove that the act or acts alleged did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act, which may have occurred.

No Finding: The investigation cannot proceed because the complainant failed to disclose promised information to further the investigation; or the complainant wishes to withdraw the complaint; or the complainant is no longer available for clarification. This finding may also be used when the information provided is not sufficient to determine the identity of the firefighter(s) or employee(s) involved.

Policy Failure: The investigation reveals that the allegations are true, however, the employee was acting in accordance with established Department standards and/or directives in need of revision.

Administrative Closure: The investigation is older than 120 days and does not involve alleged criminal activity or investigators cannot make contact with complainant for 30 days from the issuance of the complaint.

NOTIFICATION

You will be notified of the findings at the conclusion of the investigation.

When a finding of "Sustained" is determined, corrective action will be taken. Discipline may include but is not limited to counseling, training, and action up to and including termination.

If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

ANONYMOUS COMPLAINTS

Complaints of an anonymous nature will be handled informally and in compliance with department policies.

SUMMING UP

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.