



## Citizen Complaint Process

**Central Ohio Joint Fire District**  
Mark McCann, Fire Chief  
5138 Columbus Rd.  
Centerburg, OH 43011  
740-625-5646 - Station  
740-625-7620 - Fax

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It is the policy of the Central Ohio Joint Fire District to accept and review all citizen complaints regarding Fire and EMS services, policy, procedure, or personnel. The citizen complaint process is available to anyone who believes our personnel may have conducted themselves or performed in a manner that is in violation of our rules, the law, and/or citizen's rights. The fair, factual, and objective investigation of complaints is a priority.

### **How to File a Complaint**

If you believe a Fire/Medic or employee of the fire department did something wrong, get the Fire/Medics' or employees' name unit number, or other identifying details so we can determine who is involved. If witnesses were at the scene, get their names and contact information. Collect any evidence you believe is related to your complaint.

Complaints may be filed in person, via telephone, via email, or may be filed anonymously. They may also be filed by contacting Fire Administration at:

Chief Mark McCann  
5138 Columbus Road  
Centerburg, OH 43011  
740-625-5646-Station  
740-625-7620-Fax  
[mmcann@cojfd.org](mailto:mmcann@cojfd.org)

Complaint forms are available at the fire station located at 5138 Columbus Road, Centerburg, OH 43011. A complaint form may be dropped off at your house upon request or mailed to you if you desire. Once the complaint form is completed, return it to the fire station at 5138 Columbus Road, Centerburg, OH 43011 or email it to: [mmcann@cojfd.org](mailto:mmcann@cojfd.org).

### **Who Investigates Complaints?**

Citizen complaints are investigated by the Fire Chief. The investigator will conduct a detailed investigation of the incident and gather statements from you and witness. Your assistance is critical and additional information may be needed.

Please be aware that a detailed investigation and review of the facts can take time. Investigations are typically completed within 30 days after filing the complaint. You may contact the Fire Chief at 740-625-5646 to learn the status of your complaint.



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Complainant Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Best time to contact: \_\_\_\_\_

Complete this section ONLY if you are filing on behalf of a minor or disabled person. Otherwise, please skip to next section.

Complainant Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Best time to contact: \_\_\_\_\_

Was this a Fire Run?  EMS Run?  Internal?

Did you require medical attention?  No  Yes Were police on scene?  No  Yes

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Location of incident: \_\_\_\_\_  
*(If this is an internal complaint move to page two description)*

Fire/Medic's name: \_\_\_\_\_ Unit Number: \_\_\_\_\_

Description of Fire/Medic: \_\_\_\_\_

Fire/Medic's name: \_\_\_\_\_ Unit Number: \_\_\_\_\_

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