



Hanover Fire Protection District
13325 Old Pueblo Road
Fountain, CO 80817
(719) 382-1900



Citizen Complaint Procedure

The citizens of Hanover Fire Protection District are encouraged to be active participants in the operations and direction of the Fire District. This means they have the right to voice any concerns regarding personnel, operations, or performance of the District as a whole. In order for the District to respond to citizen complaints, the citizen will need to provide a written and signed Complaint Form to the Fire Chief. The Fire Chief will direct the complaint to the proper point of contact for investigation. All complaints filed will be presented by the Chief at the Board of Directors Monthly Business Meeting.

A. The citizen must complete and sign the Official District Complaint Form detailing the following information:

1. Date, time, and location of occurrence.
2. Brief description of the incident or complaint, and why the citizen is concerned.
3. Name(s) of people involved, if known.
4. Complainant's name, address, and telephone number.
5. Witness name(s) [if any], address, and telephone number.

B. The Complaint Form may be mailed to:

Carl Tatum, Fire Chief
Hanover Fire Protection District
18234 Midway Ranch RD
Fountain CO 80817

Or delivered to:

Hanover District HQ
18234 Midway Ranch RD
Fountain, CO 80817
(dropped in the mail slot on the door)

C. The form will be forwarded to the appropriate personnel upon receipt.

D. A response will be made, in writing, within thirty (30) business days.

E. A copy of the response will be filed with the original complaint form.

Citizens are encouraged to attend the monthly Board Meetings to exercise their right to address the Board and Chief on any issue they feel needs to be addressed during the time allocated on the agenda each month.

Citizen Complaint Form



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Date of Incident _____ **Time** of Incident _____

Was a vehicle involved: **YES** or **NO**.

If **YES**, please list **Vehicle Number** _____

Person involved, if known _____

Brief description of incident or complaint

Complainant's Name (Print) _____

Complainant's Signature _____

Complainant's Address

City _____ **State** _____ **Zip Code** _____

Complainant's Telephone Number/ Area Code _____

Disposition of Complaint by Investigating Officer

[] Investigated by _____

