

Citizen Complaints

1. Citizens that are not satisfied with any Delaware Fire Department and/or individual member may voice their concerns or dissatisfaction to the fire department in question by contacting the on-duty supervisor and or fire line officer.
2. Fire Departments receiving complaints regarding a fire department or concerning claims of official misconduct by firefighters must give notice to the Fire Commission within 10 days.
3. If the citizen wishes to file a formal complaint, they must do so by submitting a [Statement of Complaint Form](#). This complaint will then be reviewed by the Fire Commission's Investigative Division to determine if the Fire Commission will investigate or if the complaint shall be forwarded to the jurisdictional fire department for internal resolution without further involvement of the Fire Commission.
4. The fire departments shall have 30 days to conduct an internal investigation and resolve the complaint and forward the entire investigatory file and record of any conclusions reached or disciplinary action to the Fire Commission. If the complaint is deemed unsatisfactory, the commission shall conduct its own investigation.
5. If the investigation substantiates any violations or makes any recommendations for further action, the Fire Commission shall schedule a hearing. Such hearing shall be before the seven Commissioners.
6. At the conclusion of such hearing, the Fire Commission may order such relief as may be deemed necessary and appropriate and to further public health, safety, and welfare, including, but not limited to, recommendations on training or other remedial action to be taken by the affected fire company or firefighter.
7. Fire-fighters are to report within 10 days any arrests in state or out of state to the fire chief or fire company president.