



Citizen Complaint Form

West Allis Police and Fire Commission
For employees of the West Allis Fire Department

As a citizen, if you believe you have been mistreated or have not received adequate service, you have a moral and legal right to express dissatisfaction with your fire department. This will not only make you a responsible citizen, but your input will help to improve our department. No member of the West Allis Fire Department will attempt to interfere or influence your right to complain about the service this department provides to you. Your complaint will be thoroughly and impartially investigated. Before completing this form, please refer to attached citizen guide brochure that explains the process and defines possible findings.

Date: _____

Complainant Information

Name: _____
(Last) (First) (Middle)

Address: _____

Phone: _____ Date of Birth: _____

Business: _____ Work Hours: _____

Email: _____

Firefighter Involved

Name and Rank (if known) or description: _____

Incident Information

Date: _____ Time: _____ Location: _____

Witness Information

(Additional witness names can be added to the back of the form)

Name: _____
(Last) (First) (Middle)

Address: _____

Phone: _____ Business Phone: _____

Name: _____
(Last) (First) (Middle)

Address: _____

Phone: _____ Business Phone: _____

Complaint Procedure

If you choose, your complaint may be resolved informally or formally. An informal complaint will normally be handled and resolved immediately with the firefighter's shift supervisor speaking with the firefighter and expressing your concerns to him/her. A formal complaint will require that you give your name and sign a Citizen Complaint Form. Subsequently, an investigation will take place.

Under most circumstances, investigation of a complaint will be completed within thirty (30) days at which time the complainant will be provided a written disposition from the Chief. If the complaint is not resolved to the satisfaction of the complainant, the complainant may either request a meeting with the Fire Chief to discuss the matter or file a written request for a hearing on the complaint with the Board of Police and Fire Commissioners of the City of West Allis. Either request must be filed within thirty (30) days of receiving written notification from the Chief regarding disposition of the complaint

West Allis Fire Department – Professional Standards Unit

You can deliver or mail your completed/signed complaint form to the following address:

West Allis Fire Department
Attn: Professional Standards
7332 W. National Ave.
West Allis, WI 53227

Board of Police and Fire Commissioners

Pursuant to Section 62.13(5) of the Wisconsin Statutes you may, as an alternative, file your complaint directly with the Board of Police and Fire Commissioners of the City of West Allis. This complaint form can be submitted to the following address:

West Allis Police and Fire Commission
Attn: President of Police and Fire Commission
7332 W. National Avenue
West Allis, WI 53214

Unless the complaint is against the Chief, a complaint filed with the Board will be referred to the Fire Chief and/or his designee for formal or informal resolution.

Police and Fire Commission Hearing Request

If the complaint is not resolved by the Chief to the satisfaction of the complainant, the complainant may request a formal hearing before the Board of Police and Fire Commissioners provided that he or she shall file a written request with the President of the Board within thirty (30) days of written notification from the Chief regarding his disposition of the complaint.

The Board of Police and Fire Commissioners shall review all investigatory reports of the incident and any supporting or conflicting documentation and in its discretion either schedule a formal hearing before the Board or place the complaint on file.