

**KAUA'I COUNTY FIRE COMMISSION**  
**\*Guidelines for Filing a Complaint**

1. All complaints against the conduct of employees and/or department shall be in writing and on a form prescribed by the Fire Commission.
2. All complaints must be notarized.
3. All complaints must be filed within thirty (30) calendar days from occurrence. Charges filed thirty (30) calendar days after occurrence shall not be investigated unless the Fire Commission finds good cause for an extension of time. In any event, the Fire Commission CANNOT consider any complaints filed more than 180 calendar days from occurrence.
4. If the complaint is not on proper form or if complainant fails to have complaint notarized, such complaint shall be considered incomplete and will be returned to the complainant. It is the responsibility of the complainant to timely file a complete complaint. The Commission shall not consider improperly submitted complaints.
5. The complaint shall be considered filed when personally delivered or mailed to:

**Commission Secretary**  
**County of Kaua'i**  
**Fire Commission**  
**4444 Rice Street, Piikoi Building Suite 300**  
**Līhu'e, Hawai'i 96766**

The Commission's secretary shall note the date the complaint is received by the department on the first page of the complaint. In cases where the complaint is delivered by mail, the post-mark on the envelope shall be used as a receipt date of the complaint.

6. All complaints are considered CONFIDENTIAL and will be discussed at the next available regular Fire Commission meeting in executive session. The secretary of the Commission will provide a case number assigned to the complaint to the complainant.
7. The Chair of the Kaua'i Fire Commission shall provide written acknowledgement and status of the complaint to the complainant once the Commission has taken action on the complaint. A case number will be provided to the complainant. Complainant should direct all written communication to the Commission's secretary or direct any oral discussion about the case to the Commission at an office meeting of the Kaua'i Fire Commission. The complainant should not contact individual commissioners outside of the official Commission meeting.
8. FOR FURTHER DETAIL, THE COMPLAINANT SHOULD CONSULT WITH THE COMPLETE FIRE COMMISSION RULES. THESE GUIDELINES ARE TO BE USED ONLY AS A GUIDELINE FOR THE COMPLAINANT.

**Print Legibly**

Complaint No. \_\_\_\_\_

Rec'vd. By: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

KAUA'I FIRE COMMISSION  
Formal Complaint  
**CONFIDENTIAL**

I, \_\_\_\_\_,

whose residence address is \_\_\_\_\_,

and whose mailing address is \_\_\_\_\_,

and whose business phone is \_\_\_\_\_ and whose resident phone is \_\_\_\_\_,

do hereby affirm that the information given by me is true and correct to the best of my knowledge and belief.

The above-named applicant makes the following complaint against:

\_\_\_\_\_, of the Kaua'i Fire Department.  
Name of Employee(s) Badge No.

The charge is based on the following factual information or observations:

COMPLAINT: \_\_\_\_\_

DATE OF OCCURRENCE: \_\_\_\_\_ TIME OF OCCURRENCE: \_\_\_\_\_

PLACE OF OCCURRENCE: \_\_\_\_\_

EMPLOYEE WAS:  On-Duty  In-Uniform  Off-Duty

LIST ANY FIRE PERSONNEL PRESENT: \_\_\_\_\_

WITNESSES: Please list names, if any, and attach their statement.



