PURPOSE: Develop a policy for fire alarm operators (FAO) to effectively handle complaints for possible illegal or unauthorized burning and/or citizen complaints following issuance of an outdoor burning permit.

Upon receiving complaint regarding illegal or possible unauthorized burning the FAO shall:

- Obtain the following:
  - Address of possible illegal or unauthorized burning
  - Complainants
    - Name
    - Address
    - Telephone Number
      - If complainant wishes to remain anonymous - continue processing complaint - gather as much information as possible -
      - Notify investigating officer that complainant wished to remain anonymous
  - Reason for the complaint
    - Advisory / Notification only
    - Noxious smoke or odor
    - Nuisance (frequency of fires)
- Determine if burning permit was issued in vicinity of the complaint.

If ***no burning permit has been issued*** in the vicinity of the complaint the FAO shall advise the complainant:

- A fire department representative will be dispatched to evaluate conditions and attempt to determine the source of the problem
- Ascertain whether the complainant would like fire department personnel to respond to complainant's location
- The FAO shall then dispatch the appropriate engine company and Car 2 to perform an investigation for a possible illegal or unauthorized burning consistent with **SOG # 3601**

If a burning permit ***has been issued*** in the vicinity of the address cited by complainant the FAO shall contact the shift commander and advise him or her of the complaint.

If possible, the shift commander shall speak to complainant and take any and all appropriate actions.

In the event the shift commander is unavailable (on a call, out of station, etc.) FAO shall request shift commander contact FAO office and the FAO shall inform him or her of the complaint.

Following receipt of the complaint the shift commander may consider the following when determining the appropriate course of action(s):

- Type of complaint
    - Advisory - Notification
    - Quality of Life - Health and Safety Concerns
    - Atmospheric Conditions - Possible changes in weather since permit was issued

The shift commander shall accompany the district engine company to the complainant's location and/or the source of the complaint for further evaluation to determine the best course of action.

The actions of both the shift commander and the company officer must be coordinated with the FAO to ensure proper documentation (run card assignment(s)) consistent with departmental policy are completed for the incident.