

## Naugatuck EMS Oversight Committee Complaint/Compliment Process and Procedure

### Complaint/Compliment received

(form will NOT be accepted via email. Must be mailed or dropped off to Mayor's Office)



### Review of Complaint/Compliment by Chair and Vice Chair

(decision made of whether Attorney review is needed or not)

→ letter sent to party that complaint/compliment is  
being reviewed.



Copy of complaint/compliment forwarded to Naugatuck Ambulance for notification, review and  
response by Naugatuck Ambulance



Upon receipt of response from Naugatuck Ambulance, evaluation of response by Chair and Vice Chair



Chair and Vice Chair request complainant and provider to attend next EMS Meeting to address  
complaint



Discussion of Complaint/Compliment and review by full Committee at scheduled meeting.