

**CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT**  
**Emergency Ambulance Services**

**POLICY**  
**AMB-8**

<b>SUBJECT: Customer Complaint Procedure</b>			
Revision Date  1/1/16	Replaces  NEW	Approved By  Fire Chief	Pages  2
DISPOSITION: Place in Billing and Collections Policy & Procedure Manual			

**INFORMATION**

The purpose of this procedure is to ensure that all customer complaints are thoroughly investigated, and resolution is provided to the complainant in a timely, consistent manner.

**POLICY**

1. Customers and patients will have access to the Alliance through the use of a toll free number, the District website, and an e-mail account for customer service issues.
2. The District's ambulance subcontractor will receive, process, and resolve all inquiries and complaints regarding service and patient care related to ambulance transport.
  - a. Any issues, complaints, or inquiries that cannot be resolved by the contractor will be routed to the Fire District EMS Division.
3. All inquiries and complaints received by the ambulance subcontractor relative to Fire District operations or first responder services provided by the Fire District will be routed to the Fire District EMS Division within one business day.
4. The District's EMS billing contractor will receive, process, and resolve all inquiries and complaints regarding medical billing, invoicing, and payment processing.
  - a. Any dispute or inquiry that cannot be resolved by the billing contractor will be routed to the Fire District EMS Division within one business day for follow-up and resolution by District staff.
  - b. All inquiries and complaints received by the ambulance subcontractor relative to billing services, patient payments, or invoices will be routed to the Fire District's EMS billing contractor within one business day.

**Complaint Processing Time:**

1. Regardless of the method of notification, a response shall be initiated to the complainant within two business days. If the complaint, inquiry, or issue is still pending, the complainant is to be informed that their concern is being researched, and a representative from the Alliance will be in contact as soon as the investigation is complete.

**Complaint Resolution:**

1. When the investigation is complete and resolution has been determined, the division responsible for handling the complaint will respond in the same manner in which the complaint arrived.
2. If the complaint is received as written correspondence, a written response advising of the outcome of the investigation is to be sent to the complainant upon a completed investigation into the complaint.