



# ABINGTON TOWNSHIP FIRE DEPARTMENT

OG - 600-103

## FIRE INSPECTIONS - COMPLAINTS

### 1.0 PURPOSE

This plan is to be utilized when it is necessary to investigate the circumstances of code violation complaints.

### 2.0 RESPONSIBILITY

The responsibility to ensure that the above actions are taken in an appropriate manner are defined as indicated below:

- 2.1 Fire Marshal
- 2.2 Assistant Fire Marshal
- 2.3 Fire Inspector
- 2.4 Secretary

### 3.0 PROCEDURE

- 3.1 The staff member receiving the complaint will document same and forward to the Fire Marshal.
- 3.2 The Fire Marshal and/or his/her representative will assign the response and/or required actions to an appropriate staff member.
- 3.3 The assigned Inspector will research the property records and Code Enforcement for any identified issues/hazards/similar complaints.
- 3.4 If a site visit/inspection is required, it will be scheduled through the Secretary.
- 3.5 Inspectors conducting site visits/inspections will maintain time schedules as best as possible.
- 3.6 While conducting site visits/inspections Inspectors will have available to them and utilize as needed;
  - 3.6.1 IPAD and or Surface Tablet
  - 3.6.2 Cell Phone
  - 3.6.3 800 Digital Radio
- 3.7 All staff are required to be courteous at all times with the public. At no time should staff become argumentative or aggressive.
- 3.8 If at any time the public becomes verbally aggressive or hostile, the Inspector will end the visit and immediately report the behavior.
- 3.9 In the event the public becomes hostile and physically aggressive, the Inspector will retreat and utilize the radio to request Police Assistance.

**4.0 REQUIRED NOTIFICATIONS**

**5.1** The Fire Marshal will be notified of all aggressive or hostile encounters.

**5.2** Police and Code enforcement will be advised of behavior at the address.

**6.0 RECORDS**

**6.1** A record of all aggressive/hostile behaviors will be written by the Inspector.

**6.1** All records, documents and evidence will be maintained by the Abington Township Fire Marshal's Office.