

Name: Complaint and Incident Reporting Process		#100-105
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Pursuant to D.C. Municipal Regulations (DCMR) §29-500 *et seq.*, the District of Columbia Department of Health EMS Program has the authority to investigate complaints or incident reports related to Emergency Medical Services (EMS) agencies, educational institutions, response organizations, and providers. The EMS Program may take disciplinary action under the Emergency Medical Services Act of 2008, effective March 25, 2009 (D.C. Official Code § 7-2341.01) for violation of any law or regulation. Disciplinary findings may include, but are not limited to: reprimand, remediation, suspension, revocation, probation, and monetary fines. However, prior to taking such actions, the matter could also be resolved or disposed of during an interview or hearing, or through a negotiated settlement agreement.

Response agencies and education institutions must provide incident reports to the EMS Program of known violations of the rules, regulations, and laws of the District of Columbia by their providers or instructors.

A complaint or report must be signed and dated by the person making the complaint. A complaint or report that includes ANY identifying information of the complainant (including return address, any part of a name, email address etc.) shall not be considered anonymous. If one is received, an investigation of an anonymous complaint may be limited to the information contained in the written complaint.

Upon receipt of a complaint form or incident report:

1. A complaint acknowledgment letter must be sent within 14 business days to the reporting party.
2. Notification will be made to the provider, agency, or institution that a complaint and incident has been filed and information is requested in relation to the event (Template Letter attached). The reporting documents will be made available to the agency, educational institution, response organization, or provider in order to file a response to the allegations with the EMS Program.
 - a. The name of the reporting party will be redacted for the purposes of notification.
 - b. In the case of reported criminal or extra-operational incidents, the EMS Program will request periodic updates from the agency, educational institution, response organization, or provider until the complaint is deemed resolved by the EMS program.

Processing a Complaint or Incident Report:

1. The EMS Program will gather all related documentation including (as applicable): CAD information, EPCRs, historical records, criminal records, written or verbal accounts, and any other documentation required to thoroughly and fairly process a complaint. etc.
2. The EMS Program will make a recommendation to its legal counsel of proposed actions.

3. Counsel will review the package for legal sufficiency and, if necessary,
4. Counsel will approve issuance of legal notice(s) of the EMS Program's intent to take disciplinary action, and/or forward the matter to the Office of the Attorney General for further action.

Upon resolution:

1. Upon disposition of the matter, a final letter will be issued to notify the complaining or reporting party that the case has been closed. Outcome information will not be provided.

