



Akron Fire Department Citizen Complaint Process



It is the policy of the Akron Fire Department to accept and review all citizen complaints regarding Fire and EMS services, policy, procedure, or personnel. The citizen complaint process is available to anyone who believes our personnel may have conducted themselves or performed in a manner that is in violation of our rules, the law, and/or a citizen's rights. The fair, factual, and objective investigation of complaints is a priority.

How to File a Complaint

If you believe a Fire/Medic or employee of the fire department did something wrong, get the Fire/Medics' or employees' name or identification number, unit number, or other identifying details so we can determine who is involved. If witnesses were at the scene, get their names and contact information. Collect any evidence you believe is related to your complaint.

Complaints may be filed in person, via telephone, via mail, via e-mail, or may be filed anonymously. They may also be filed by contacting Fire Administration at:

OFFICE OF THE FIRE CHIEF
81 West Thornton Street, 2nd floor
330-375-2071 Phone
330-375-2146 Fax
akronfirefeedback@akronohio.gov

Complaint forms are available at <https://www.akronohio.gov/cms/akronfiredepartment> and Fire Administration located at 81 West Thornton Street, 2nd floor. A complaint form may be dropped off at your house upon request or mailed to you if you desire. Once the complaint form is completed, return it to the fire department at 81 West Thornton Street Akron, OH 44311, 2nd floor or e-mail it to - akronfirefeedback@akronohio.gov.

Who Investigates Complaints?

Citizen complaints are investigated by a chief officer or fire investigator. The investigator will conduct a detailed investigation of the incident and gather statements from you and witnesses. Your assistance is critical and additional information may be needed.

Once the investigation is complete, it will be reviewed by a Deputy Fire Chief and the Chief of the fire department. Please be aware that a detailed investigation and review of the facts can take time. Investigations are typically completed within 30 days after filing the complaint. You may contact Fire Administration at 330-375-2411 to learn the status of your complaint.

Description of Incident:

You acknowledge that your above statements are true, and correct, to the best of your knowledge.

Complainant Signature: _____ Date: _____

A parent/guardian must sign on behalf of a minor.