

How to Submit a Compliment or a Complaint About a 9-1-1 Center Employee



315.435.7911

How to Submit a Compliment

The Onondaga County Department of Emergency Communications welcomes and encourages members of the public and public safety community to comment 9-1-1 Center employees for a job well done.

It is the policy of the Department of Emergency Communications to handle compliments received from the public [by letter or electronic mail] in the following manner:

- The compliment will be forwarded to the commissioner's office for review.
- A copy will be forwarded to the employee and his or her immediate supervisor.
- The original document will be placed in the employee's personnel file.
- Extraordinary actions that may qualify for an award (e.g., commendation, employee of month) will be forwarded to the department's Personnel Advisory Committee for further consideration.
- Award recipients are recognized at daily roll calls and during the annual awards ceremony held during National Public Safety Telecommunicators Week, held annually in early April.

You are invited to forward your compliments by e-mail to the Commissioner of Emergency Communications at e9ecom1@ongov.net. Please include as much information about the incident and employee as possible (name, date/time, employee's name, nature of the incident, etc.). If you prefer to send a compliment by mail, please send it to the address listed below.

How to Submit a Complaint

The Onondaga County Department of Emergency Communications is committed to providing the highest level of service to our citizens and stakeholders. To that end, an obligation exists to our employees, the public safety agencies that we support, and the citizens of Onondaga County to investigate allegations of misconduct or substandard performance.

The Onondaga County Department of Emergency Communications accepts complaints against itself (e.g., 911 Center policies and procedures) and any of its employees, and will investigate all complaints to the appropriate disposition. A complaint may be given to the department by any means to include in person, by telephone, or by letter. Anonymous complaints will be accepted.

A complaint is defined as: *an allegation of circumstance[s] amounting to a specific act or omission which, if proven true, would amount to employee misconduct; or an expression of dissatisfaction with a policy, procedure, practice, philosophy, or service level of the agency.*

Complaints should concisely and specifically describe the conduct that was found to be improper and should include the date, time, and circumstances of the contact. *Also please include a daytime telephone number where you may be reached.*

Written complaints may be emailed to the Commissioner of Emergency Communications at *e9com1@ongov.net* or a complaint may be mailed to the address below:

All complaints will be thoroughly investigated by the appropriate supervisor. You may receive a follow-up contact by telephone, mail, or e-mail to clarify specific issues. The supervisor will interview employees, witnesses and review reports, computer records, and telephone/radio audio recordings. At the conclusion of the investigation, a finding will be determined and you will be informed of the outcome.

**Mail a Compliment
or Complaint to:** **Commissioner of Emergency Communications
Onondaga County Department of Emergency Communications
3911 Central Avenue
Syracuse, NY 13215**

***Further information regarding the Onondaga County Department of
Emergency Communications Commendation and Complaint Process may be
obtained by calling 315.435.7911.***