



## Leon Valley Fire Department COMMENDATION/COMPLAINT FORM

The Leon Valley Fire Department provides fire and emergency medical service to our community through trained personnel who provide consistent and professional service to its constituency. As a member of the community, you can assist the Department in ensuring that this level of service maintains that high level of expectation. We encourage your participation, and would like you to inform us when you observe actions by the Fire Department or individual employees that you believe needs to be brought to our attention. This can be actions that you find to be deserving of commendation, or those that you believe are not at an acceptable level of professional service.

You may report your observations in person, by letter, by email or by telephone.  
The Fire Department address is: 6300 El Verde Road, Leon Valley, TX 78238;  
The email address is: [afc@leonvalleytexas.gov](mailto:afc@leonvalleytexas.gov) ;  
Telephone number is: 210-684-3219.

The Fire Department accepts anonymous information, but we would prefer that you provide us with your identity. Anonymous reports can only be investigated to the extent which the information allows, which may not be satisfactory to you or the Department.

After you submit your report, you should expect that initial contact will be with a supervisor of the department. This is to ensure that all relevant and available information is gathered when it is still fresh. Your cooperation is very important particularly in identifying witnesses and allowing us to accumulate evidence including photographs and medical treatment records, if necessary.

A member of the Fire Department will be assigned to investigate your report and you should expect to hear from that person soon after your report is first filed. The investigator will attempt to arrange for a convenient time and location to conduct a formal interview with you. This interview, may also be recorded. An essential part of this investigation is the direct contact with the involved fire department employees.

In the case of a commendation, your report will become part of the fire department staff's personnel file. In other cases, they will be interviewed in a similar fashion to your interview; the employee will be instructed not to contact you unless it is in response to a service need. We strive to complete all of these investigations in as timely a manner as possible. Normally the review process takes a few more days. You will be notified of the investigation's outcome.

Citizens such as you are valuable eyes and ears for our community and its Fire Department. We respect your input, both good and bad. Whenever you see firefighter actions which you believe we should be aware of, please report those to us.



# Leon Valley Fire Department

## COMMENDATION/COMPLAINT FORM

\*Indicates Mandatory Field - Please complete as much information as you can.

Incident Information*			
Date of Event:		Time of Event:	
Location of Event:			
Incident/Event Type:			
Medical Report Number (if applicable):			
Officer or Employee Information			
First Name:		Last Name:	
Badge Number:		Work Phone:	
Type of Unit (if applicable):			
Reporting Party Information*			
First Name:		Last Name:	
Address:			
City/State:		Zip Code:	
Email Address (if applicable):			
Phone Number:		Time to Call Preferred:	
Summary of Event:			

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### Signature\*

The Leon Valley Fire Department thanks you for taking the time to complete this form. Once you have completed the form, please print and either fax, mail or email it to:

Leon Valley Fire Department  
Attn: Assistant Fire Chief  
6300 El Verde Road  
Leon Valley, Texas 78238  
Phone: 210-684-3219  
Fax: 210-521-5612  
[afc@leonvalleytexas.gov](mailto:afc@leonvalleytexas.gov)

### For Fire Department Use ONLY

PSR #: \_\_\_\_\_

Date Received: \_\_\_\_\_

Assigned To: \_\_\_\_\_