

## 5-12-015 Complaint/Request Forms

### SCOPE OF ORDER:

This order shall apply to all personnel assigned to CRDF.

### ORDER:

The sergeant responsible for a floor shall collect the complaint forms (SH-J-420) a minimum of once per eight hour shift. The sergeant shall open the complaint / request box and remove all items placed in the box. The sergeant shall review all the forms and divide them into five categories.

- 1) Emergency
- 2) Complaints
- 3) Medical / Mental
- 4) Request
- 5) Basic request

All emergent requests will be reviewed and either addressed or indicated that it is not an emergent issue. A reference number shall be added to all emergent complaints regardless of how they are handled.

Complaints shall receive a reference number and be submitted to the watch commander for review. The watch commander will assign an e-lots number and forward the complaint to the unit commander for review and assignment.

Medical / Mental forms do not receive a number and shall be delivered to the main clinic.

Requests are given a reference number and are distributed to the indicated group.

Basic requests are handled at the housing level and, once handled, no further action is needed.

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