

NORTHERN VIRGINIA EMT EVALUATOR COMPLAINT PROCEDURE

I. General Guidelines on Evaluator Complaints:

- A. Every effort will be made to amenablely resolve minor complaints informally between the parties involved.
- B. Valid complaints should be submitted without fear of ridicule or punitive treatment.

II. Complaints Involving Evaluators

- A. Immediate verbal notification should be given to the on-site State Program Representative, Certification Examiner, or Test Site Coordinator.
- B. If the complaint cannot be resolved at the test site by the State Program Representative or Certification Examiner, a written complaint should be made on the “Evaluator Complaint Form” (available from the Certification Examiner or the Program Representative) and submitted to the Northern Virginia EMS Council.
- C. The State Program Representative, Certification Examiner, or Test Site Coordinator may stop the evaluator from continuing to evaluate students at the test site where the complaint was made.
- D. Once a written complaint is received at the Northern Virginia EMS Council’s offices, the Evaluator Review Committee members will be immediately contacted. If the Committee decides that an investigation is warranted, the evaluator will be immediately suspended as an approved EMT Evaluator until the review has been completed.
- E. If at all possible, reviews will take place within two weeks from the receipt of the written complaint.
- F. All reviews will be handled on a case-by-case basis with information collected from all available sources. The Evaluator Review Committee is responsible for a final decision on each case.

III. Corrective Actions – any one (or a combination) of the following may be recommended:

- A. Complaint is ruled non-founded.
- B. Evaluator receives a written warning.
- C. Evaluator required to go through remedial training.
- D. Evaluator is monitored for a specified amount of time.
- E. Evaluator is suspended for a specified amount of time.
- F. Evaluator is removed indefinitely from the approved Evaluator List.