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OPERATIONAL BULLETIN

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2023-05-11-01	Maine EMS Complaint Policy		May 11, 2023
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Approved By:	J. Sam Hurley, MPH, EMPS, NRP (Maine EMS Director)		

Maine EMS is committed to investigating complaints involving licensees in a fair and transparent manner. We understand that navigating the laws and regulations surrounding the complaint and investigative process can be challenging, so we have published a policy to provide guidance. This policy provides a standard way of evaluating and processing complaints, outlines actions that may be taken during the investigation and in the resolution of complaints, and outlines and connects those procedures and actions to key statutes and rules.

We are committed to providing timely and thorough investigations. We also understand the importance of confidentiality, and we will take all necessary steps to protect the privacy of those involved in the complaint process.

We appreciate your cooperation in helping us to maintain the highest standards of care for the people of Maine.

A copy of the policy may be found on our website at: <https://www.maine.gov/ems/EMSpolicies>

Please reach out to the Maine EMS Licensure Team at ems.licensure@maine.gov or 207-626-3860 with any questions.

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