



WATERBORO FIRE DEPARTMENT

Chief Matthew S. Bors
Dep. Chief Lisa Bennett

~ Citizen Complaint Guidelines ~

To Whom It May Concern:

If you or an immediate family member has experienced a problem or concern regarding the services that the Waterboro Fire ~ EMS have provided we encourage you to inform us. We strive to provide the highest level of service to all our users and those that may be visiting the Town of Waterboro.

Your concerns are taken very seriously and will be investigated. If and when possible we will attempt to inform you of the outcome. While some situations may be personnel related those can not be discussed.

Should you be reading this because of an issued, please accept my apologies for your frustrations. I assure you that the issue will be addressed as soon as possible.

Please complete the following form and mail in a sealed envelope to:

Chief Matthew S. Bors
24 Townhouse Road
E. Waterboro, Maine 04030

Sincerely

Chief Matthew S. Bors

