

# Lebanon Rescue Department

Samantha J. Cole  
*Chief*

Jason A. Cole  
*Assistant Chief*

Tim B. Wagner  
*Deputy Chief*



**Rescue Chief's Office**  
323 Depot Road  
Lebanon, Maine 04027  
(207) 608-5614 – Rescue Chief  
(207) 339-9488 – Central Station  
chiefcole@lebanonrescue.com  
www.lebanonrescue.com

## Citizen Complaint Form

To Whom It May Concern:

If you or an immediate family member have experienced a problem or concern regarding the services that the Lebanon Rescue Department have provided, we encourage you to inform us. We strive to provide the highest level of service to all of our citizens and users of our ambulance service.

Your concerns are taken very seriously and will be investigated thoroughly. If and when possible, we will attempt to inform you of an outcome, but please understand, that some situations may include personnel issues and those cannot be discussed.

On behalf of all the volunteers with the Lebanon Rescue Department, please accept my apologies for your frustrations. We strive to bring the best emergency medical services and I assure you that the issue that you are reporting will be addressed as soon as possible.

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

**Chief Samantha J. Cole**  
**323 Depot Road**  
**Lebanon, Maine 04027**

Sincerely,

A handwritten signature in black ink that reads 'Samantha J. Cole'.

Samantha J. Cole  
Chief of Department



Lebanon Rescue Department  
Proudly Serving Since 1981  
Visit Us On The Web: [www.lebanonrescue.com](http://www.lebanonrescue.com)  
Neighbors Helping Neighbors

**York County's First Heart Safe Designated Communities!**



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Date of Incident: \_\_\_\_\_ Approx Time: \_\_\_\_\_  
Location of Complaint: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_

Details of Incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*If additional room is needed, please complete on a blank piece of paper or print another form.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

**Chief Samantha J. Cole**  
**323 Depot Road**  
**Lebanon, Maine 04027**

Command Staff Only

Received By: \_\_\_\_\_ Date: \_\_\_\_\_  
Status: \_\_\_\_\_

Resolution: \_\_\_\_\_



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