



Complaint/Investigation Process Bureau of Emergency Medical Services

The Bureau of Emergency Medical Services (BEMS) has a process in which people, organizations, or agencies can file a complaint. These are submitted to and managed by the Bureau of Emergency Medical Services' Compliance Officer.

When to file a complaint

Utah has a very competent and professional pre-hospital EMS and medical transport system, however, if you experience concerns or issues in the system, and believe that a provider's performance or professional behavior is not acceptable, you can file a complaint with the BEMS for investigation.

State of Utah and the Department's responsibilities

The BEMS licenses EMS personnel in the State of Utah. They also inspect and permit EMS vehicles. The Compliance Officer is responsible for investigating complaints related to EMS providers as well as ensuring compliance within the Emergency Medical Services pre-hospital system.

We do not investigate civil or criminal matters and do not represent you as an individual. The EMS laws and rules require that we represent the citizens of the State of Utah. Regulatory authority is given in Utah State Code Annotated Title 26-8a. It authorizes the Utah Department of Health's BEMS and the State EMS committee to regulate a provider's ability to practice in the State of Utah. The law that mandates the BEMS to oversee the EMS system and authorizes for action to be taken on a license or even civil penalties issued, but does not allow for criminal penalties or civil damages. Any person seeking to recover fees or monetary remedies for injuries should consult an attorney regarding those matters.

Filing a complaint

While we hope that you will never have to file a complaint against an EMS provider. Please read the attached form carefully and fill it out in its entirety. All materials received in connection with the complaint will become property of the Utah Department of Public Safety and will not be returned. Whenever possible information about the complainant will be kept confidential.

We will not initiate a complaint without a completed and signed form. Please return the form as promptly as possible. Email this form along with any supporting documentation to rgedwards@utah.gov.

Results of investigation

When the investigation is completed and a determination made by the BEMS that a significant violation has occurred, disciplinary action will be pursued. Providers and agencies will be given the proper due process to appeal such actions.

Once a decision has been reached at the closing of the investigation, the BEMS will notify you of the findings. The content of such letter varies depending on the circumstances of the complaint, however they generally contain the following types.

1. There was no violation of Utah law or EMS rules that would lead to disciplinary action, but the practitioner has been informed of any concerns raised by the investigation.
2. There was a violation of either Utah law or EMS rules and a formal disciplinary action was taken, the actions are included in a public record, and reported.



Bureau of Emergency Medical Services Complaint Form

Person filing complaint (if agency please complete agency supplemental as well):

Name: _____

Address: _____

Street

City

State

Zip code

Personal Telephone: _____ Work Telephone: _____

Email Address: _____

**Party you are filing the complaint against:
(EMS provider's name, either person or service)**

Name: _____

Address: _____

Street

City

State

Zip code

Telephone: _____ License # (if known) _____

Email Address (if known): _____

Name of patient (if other than yourself, if relevant):

Address: _____

Street

City

State

Zip code

Phone: _____ . Email address: _____

Relationship of person filing the complaint to the patient (if relevant):

NOTE: If other than patient or parent of minor patient, please provide documentation indicating appointment of legal authority / Guardianship.

Nature of complaint: _____

Have you attempted to contact the EMS provider concerning your complaint? Yes No Date: _____

Would you be willing to testify is this matter goes to formal hearing or court? Yes No

Complainant signature: _____ **Date:** _____

