



Division of Public Health Services

Office of the Assistant Director

Public Health Preparedness Services

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Investigation General Information

This page has been created to provide citizens and the EMS community with information on filing complaints with the Bureau as well as any resulting adverse actions.

Complaints related to an Emergency Medical Care Technician, require a signature attesting that all information submitted to the Department in the complaint is true and accurate.

Complaints related to EMS providers must be at minimum written and signed with a statement of dissatisfaction or dispute of charges or any matter relating to the regulation of an ambulance service.

We are all feeling the impact of these difficult economic times, and like many organizations, the Bureau is required to manage its staff and time in a responsible manner. In order for the Bureau to best meet its commitment to improving and protecting the health and safety of the citizens of Arizona during these times of reduced resources we prioritize our investigative activities.

While the Bureau will continue to receive all complaints, we prioritize our efforts on those complaints concerning health and safety which are submitted by the patient, the patient's family or an individual directly involved in the care of the patient. All other complaints will be responsibly investigated as time and staff becomes available.

The Bureau enforcement section strives to complete investigations within 180 days depending on the complexity of the complaint and the issues discovered as a result of the investigative process.