

# DFD Escalation Policy and Procedures Manual

This policy is intended to provide clear guidance on how customers may escalate concerns during the Fire Plan Review process. The escalation path must be followed in sequential order, beginning with Step 1. If the issue remains unresolved or no response is received within 5 business days, you may proceed to the next step. Important: This is a step-by-step, linear process. You may not bypass earlier steps or begin at a higher level (e.g., Step 4) without first completing the previous steps. Adhering to this procedure helps maintain clarity, accountability, and timely resolution throughout the review process. Once a resolution is reached, written documentation will be provided to the customer, summarizing the issue, actions taken, resolution details, and any follow-up steps.

Step	Escalation Tier	Description	Who Escalates	Customer Involvement
1	Initial Technical Support (Tier 1) Engineer /Architect Specialist or Reviewer assigned to the project	Front-line support team addresses incoming issue	Customer contacts support directly	Customer-initiated. Customer communicates issue details and receives updates
2	Advanced Management Support (Tier 2) FPE Manager, Tony Caro, <a href="mailto:antonio.caro@denvergov.org">antonio.caro@denvergov.org</a>	Issue is escalated internally to Mänge for deeper investigation	Support Team escalates if issue is unresolved	Customer is informed that issue is being escalated. Progress and findings are shared as needed.
3	Executive Engagement (Tier 3) Fire Marshal   Division Chief, Cory DeBaere, <a href="mailto:cory.debaere@denvergov.org">cory.debaere@denvergov.org</a> (when applicable, the Project Champion should start here)	Fire Marshal is notified to ensure prioritization and resource allocation	Tier 2 Team escalates	Customer is updated regularly. Executive may join calls if impact is significant.
4	Director Engagement (Tier 4) Chief of Fire, Desmond Fulton, <a href="mailto:desmond.fulton@denvergov.org">desmond.fulton@denvergov.org</a>	Engages Chief of Department when needed for critical issues	Executive escalates	Customer is engaged directly. Joint meetings may be scheduled for resolution planning.

