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|  |  | **Blue Ridge Fire District**  **Policy and Procedure** | | |  | General Order Number  **E304** | |  |
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|  | Subject:  **Grievance Policy** | | | Effective Date:  **April 1, 2015** | | | Total Pages:  **2** |  |
| Board Approval Date:  **March 21, 2015** | | | Rescinds: |  |
|  | Application:  **All District Personnel** | | *Signed into effect as authorized by the Board of Directors*  John Banning, Fire Chief | | | | |  |
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1. **PURPOSE**

To provide a process for employees to discuss complaints or problems with management and to receive careful consideration and a prompt resolution.

1. **SCOPE**

This policy applies to all employees who have completed the initial orientation period and who have an appeal or a complaint related to other than wages or policies and procedures as established by the Personnel Policy Guidelines. However, all employees have the right to file a complaint regarding harassment or any other form of discrimination. The procedure for filing a complaint for alleged discrimination or harassment is provided within Policy A6 Equal Employment Opportunity, and Policy A23 Harassment.

1. **POLICY**

Every employee of the District is encouraged to discuss work-related grievances or concerns with management.

1. **DEFINITION**

A grievance is defined as a condition of employment or application of a policy that the employee perceives as being unjust or inequitable.

1. GUIDELINES
2. The employee shall follow the established review procedure listed below in presenting any complaint or appeal to upper levels of management. When a grievance involves an employee’s immediate supervisor, the grievance shall be presented to the next level of supervision after attempting a verbal resolution.
3. In order for a grievance to be considered, it must be brought forth within 15 days of the date of the circumstances that resulted in the grievance. If a situation arises from employment that prevents the delay of notification it will be extended. If after receiving the management response, the employee wishes to move to the next step of the process, he must do so within seven calendar days of the receipt of the response. Failure of the appellant to follow through within the timeframe will terminate the complaint or appeal process. All times will be extended if personnel are unavailable due to wildland assignments or scheduled PTO time.
4. Employees are assured of freedom from reprisal for using the grievance process, as long as it is done in good faith.
5. The Fire Chief shall be apprised of any complaints that are not resolved after the initial step of the process.
6. An employee involved in the grievance process shall be allowed to confer with the Fire Chief regarding the grievance during Fire District time. The supervisor shall grant permission for such, but shall determine the best time for such a conference so as to not cause interference with the employee’s assigned work.
7. The employee involved in the grievance process has the option to elect to have a witness to observe any meetings during the process.
8. **PROCEDURE**
9. **Step One** – For the purpose of adjusting grievances and problems, the employee is encouraged to first seek assistance by discussing it with his or her immediate supervisor. If the employee still has concerns, the grievance should also be documented in writing to the supervisor. The supervisor will be responsible for handling the grievance as an important business matter, making every effort to arrive at a prompt, equitable solution. The supervisor shall document any conclusions, solutions or unsolved problems and return to the employee within seven calendar days of receipt of the grievance.
10. **Step Two** – If the employee still does not feel the grievance has been satisfactorily resolved after Step One, he has the option, within seven calendar days, to take the matter to the Fire Chief. The Fire Chief shall investigate the matter, make a determination, and notify the employee of the decision within fourteen calendar days.

In the event that the grievance is against the Fire Chief, Step Two shall be modified such that the grievance shall go to the Chairman of the Board of Directors for review and decision.