Grant County Fire Protection District 3

POLICY AND PROCEDURE

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1. NUMBER: 5.3.01

2. SUBJECT: ***Complaint/Grievance Procedures***

3. POLICY: Grant County Fire District 3 recognizes that occasionally situations arise in which the public and or personnel feel that he or she has not been treated fairly or in accordance with District Policies and Procedures. For this reason, the District provides its personnel and the public with procedures for resolving complaints.

4. SCOPE: This Policy and Procedure is applicable to the public and all personnel of the District not covered by a collective bargaining agreement. Refer to the IAFF Labor Agreement for procedure pertaining to bargaining members.

5. RESPONSIBILITIES:

   A. The District Fire Chief of the District is responsible for ensuring that this Policy and Procedure is adhered to.

   B. All personnel are responsible for complying with this Policy and Procedure.

6. PROCEDURE: **For District Personnel**

   A. Step 1: Personnel should first try to resolve any problem or complaint with his/her supervisor.

   B. Step 2: When normal communication between an individual and the supervisor is not successful, or when an individual disagrees with the application of District policies and procedures, the individual should submit the problem, in writing to the District Fire Chief. The written complaint must contain, at a minimum:

      1. A description of the problem.
      2. A specific policy or procedure which the employee believes has been violated or misapplied.
      3. The date of the circumstances leading to the complaint or the date when the individual first became aware of those circumstances.
      4. The remedy sought by the individual to resolve the complaint.
      5. The written complaint should be filed within ten (10) working days of the occurrence leading to the complaint, or ten (10) working days after the employee becomes aware of the circumstances.

   C. The District Fire Chief may meet with the parties, either individually or together, and will respond in writing to the aggrieved individual within ten (10) days of the meeting.

D. If the individual disagrees with the action of the District Fire Chief, he or she may appeal the decision to the Board of Commissioners. The Board of Commissioners shall conduct its own investigation into the matter. The Board of Commissioners will respond in writing to the aggrieved individual within 45 days of notification of the complaint. The decision of the Board of Commissioners is final and binding.

7. PROCEDURE: **For the Public**

A. Step 1: Submit a complaint in writing to the District Fire Chief or the Districts Executive Assistant.

District Fire Chief
Grant County Fire District 3
P.O. Box 565
Quincy, WA 98848

B. Step 2: The written complaint should contain, at a minimum:

1. Description of the problem.
2. The date of the circumstances leading to the complaint or the date when the individual first became aware of the circumstances.
3. The remedy sought by the individual to resolve the complaint.
4. The written complaint should be filed within ten (10) working days of the occurrence leading to the complaint, or ten (10) working days after the employee becomes aware of the circumstances.

C. The District Fire Chief may meet with the parties, either individually or together, and will respond in writing to the aggrieved individual within ten (10) days of the meeting.

D If the individual disagrees with the action of the District Fire Chief, he or she may appeal the decision to the Board of Commissioners. The Board of Commissioners shall conduct its own investigation into the matter. The Board of Commissioners will proceed in accordance with the Open Public Meeting Act RCW Chapter 42.30. The Board of Commissioners will respond in writing to the aggrieved individual within 45 days of notification of the complaint. The decision of the Board of Commissioners is final and binding.