



Rogers Fire Department Standard Operating Procedures

Policy Title:	Grievance Procedure		
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PURPOSE

The purpose of this policy is to provide a systematic format for employees to grieve actions, policies, or regulations. All employees must recognize the prerogative of the fire department administration to manage and operate in accordance with responsibilities, city code, state statute, and federal law. This policy does not deal with disciplinary issues, which are specifically handled by Civil Service Commission Regulation.

POLICY

Grievances may not be filed which directly contradict the rights of the city and department administration. The rights of management include:

1. To manage and direct the employees of the fire department.
2. To hire, promote, transfer, assign, retain, and schedule hours and places of work for employees within the fire department.
3. To maintain the efficiency and training of the operation of the fire department.
4. To determine the methods, means, procedures, and personnel by which fire and EMS operations are to be conducted.
5. To establish the organization and structure of the department.

Grievances

Grievances or disputes which may arise, including policy interpretation or application, shall be settled in the following manner:

1. Any member of the Department may file a grievance. Grievances should be resolved informally at the first level of supervision (ie: between the firefighter and their immediate supervisor or between the firefighter and the member against whom the firefighter has a grievance).
2. If an informal solution is inadequate, a signed letter on department letterhead, or other formal communication, shall be submitted to the

- immediate supervisor by the grievant. This communication must be received within fifteen days from the date of dispute.
3. If the grievance concerns the immediate supervisor of the grievant, the chain-of-command may be circumvented. The letter should be delivered to the next level of supervision, up to the Fire Chief, and the immediate supervisor. At no time shall parties involved in the grievance be unaware of the process being initiated.
 4. The supervisor receiving the grievance shall investigate it. A written reply shall be drafted and submitted within ten (10) days, with copies provided to the Fire Chief and grievant.
 5. If the grievance has merit, the reply should include suggested remedial action.
 6. If the grievance is not resolved to the satisfaction of the grievant, the grievant shall submit reply to the Fire Chief and request a hearing on the matter. The hearing shall be facilitated by the Fire Chief and occur within ten (10) days of appeal. A ruling on the information shall be returned to the grievant, in writing, within ten (10) days of the hearing.
 7. If the matter involves the Fire Chief, the Fire Chief shall contact the Mayor and facilitate a meeting between the grievant and the Mayor.

