

SPRINGFIELD FIRE DEPARTMENT

Series 200

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| Title: | Grievance Procedure | 209 |
| Category: | Administration | 7/2017 |

OBJECTIVE

This grievance guideline affords all employees a means of resolving their complaints.

GUIDELINE

This grievance guideline should be utilized by all fire personnel in attempt to resolve conflicts arising in the course of their employment.

1. The matter must first be taken up with the employee's assigned supervisor or superior officer within seven (7) days.
2. If the conflict cannot be resolved, the employee must bring the matter to the attention of the fire chief or their designee who will listen to the complaint of the aggrieved employee, question any relevant witnesses, and review any relevant documents before rendering a decision.
3. The aggrieved employee may appeal the decision of the fire chief to the city manager.