

Sugar Loaf Fire Department – Standard Operating Procedure			
Subject: Grievance Procedure		SOP#: 1.2.6	Revision: A
Category: Administration	Type: Protocol	Effective date: 1/1/2022	Page: 1 of 3

1. Purpose

This document describes the grievance process at SLFPD so that there is a consistent framework for solving grievances between firefighters, offices, and board members.

2. Process of resolving grievances

SLFPD has a standard chain-of-command grievance policy. Any grievance should first try to be reconciled with a verbal discussion between the two parties that have the grievance. For issues between firefighters, if self-reconciliation fails, the aggrieved person needs to proceed up the chain of command until the issue is resolved. If escalated above the first level, the aggrieved person(s) must submit a written explanation of the issue to the next-higher officer in the chain of command, presumably followed up with verbal conversations. The written explanation should be as detailed as possible. The next officer that should attempt to reconcile the grievance is the battalion captain. If the captain is unable to reconcile, the next person who should be involved is the battalion chief. If the battalion chief is unable to resolve the grievance, the next person who should be involved is the Assistant Chief. If the Assistant Chief is unable to resolve the grievance, the next person who should be involved is the Chief. If the Chief is unable to resolve the grievance, the Chief will bring the grievance to the officers for discussion. If the officers are unable to resolve the grievance, the board will be brought in for consultation. As a rule, since most Board members are not trained or well-versed in operations, the Board's main focus will be to ensure that all relevant departmental policies and procedures have been followed by the participants involved in the grievance.

If the grievance is between a firefighter and an officer, the aggrieved person should start the process with the office above the one held by the officer involved.

Sugar Loaf Fire Department – Standard Operating Procedure			
Subject: Grievance Procedure		SOP#: 1.2.6	Revision: A
Category: Administration	Type: Protocol	Effective date: 1/1/2022	Page: 2 of 3

If the grievance is resolved by a lower member of the chain of command but the firefighter does not agree with the resolution, the firefighter can appeal to the next higher member within the chain of command. If the next higher member also agrees with the lower member, the firefighter could appeal to the next member but should not appeal beyond the chief. At some point the firefighter needs to accept the ruling.

If any person in the chain of command feels unqualified to provide an opinion on the issue brought to them, they should not hesitate to pass the issue up the chain of command.

If the grievance is between a firefighter and a Board member, the firefighter should go to the Chief or Assistant Chief and make them aware of the issue. The Chief /Assistant Chief will help the firefighter determine the best approach for resolving the problem, depending on the situation. This may ultimately require the particular board member to recuse themselves so the rest of the board can resolve the issue.

This policy does not apply to harassment, which is covered by a separate SOP.

Approval

SLFPD Protocols require signatures by the Chief, Assistant Chief, and at least two of the four following positions; three Battalion Chiefs and/or the Chief Medical Officer.

<u>Name</u>	<u>Date</u>	<u>Position</u>
<u>James Winchester</u>	<u>8/6/22</u>	Chief
<u>Stan Cartell</u>	<u>08/05/22</u>	Assistant Chief

Sugar Loaf Fire Department – Standard Operating Procedure			
Subject: Grievance Procedure		SOP#: 1.2.6	Revision: A
Category: Administration	Type: Protocol	Effective date: 1/1/2022	Page: 3 of 3

Hans Bieding

8-3-22

Battalion Chief

[Signature]

8.6.22

Battalion Chief

[Signature]

8/5/22

Battalion Chief

[Signature]

8/8/2022

Chief Medical Officer