

# Grievance Procedure by Chain of Command

Bigfork Volunteer Ambulance

7/24/07

## Purpose

This policy applies to all members of Bigfork Volunteer Ambulance (BVA) with the purpose to provide a program that is fair, equitable and responsive to the needs of the organization, and to all personnel (career and volunteer). The program allows for:

- input from employees and provides an opportunity to improve their performance
- allows a process in which complaints can be recognized and dealt with in a timely manner
- better working environment for entire BVA membership

## Procedure

- A. Any employee who feels they have a valid complaint against any member of the BVA should first approach that member with the intent to calmly discuss or resolve the stated issue/problem. It is advisable but not required to have a third party present for a witness to both sides of the issue; this could be another member or a Team Leader.
- B. If the issue stated in section A cannot be resolved or occurs again, the member shall report the incident to his or her immediate Team Leader. If the immediate supervisor is involved in the matter, the employee shall inform another designated Team Leader.
- C. Any Team Leader who receives a complaint shall first address the issue with the person and the person accused of the complaint in a timely manner. This step shall be documented, listing details of the event and measures taken to solve the problem.
- D. If the issue stated in section C cannot be resolved through the aid of the Team Leader, a written complaint shall be made to the Executive Committee. The Committee will investigate the complaint, and make a factual report as soon as practical after receiving notice of the alleged complaint. The investigation shall include, but not necessarily be limited to, interviewing as many persons as possible who have knowledge of the matter and reviewing any relevant documents. The factual report and final decision shall remain confidential and be disseminated only to persons having a right to know, which outweighs the privacy rights of the persons involved.
- E. If the results of the investigation establish that there is insufficient evidence to find that a policy violation occurred, the Team Leader will inform all parties involved that the matter is concluded. If the results of the investigation establish that a policy violation occurred, the Executive Committee will take appropriate action, including, but not limited to, disciplinary measures pursuant to Bigfork Ambulance's Discipline Policy, which may include termination.