

### DISTRICT POLICY

The District strives for fair treatment of all employees, however, misunderstandings and problems may occur in any organization. The District intends that such matters be resolved as early and fairly as possible. Disagreements relating to work assignment, pay, promotion opportunity or any aspect of the work relationship should be openly discussed with the immediate supervisor. Supervisors and employees should make honest attempts to understand each other's perspective and make every effort to resolve differences.

### STEPS TO SOLUTION

If at any time an employee believes he or she is not being treated fairly, the employee may report the problem to the Shift Commander or the Deputy Chief of Operations. The following steps are suggested to insure that a prompt and fair resolution is achieved:

- A. Discussion. The employee should talk with his or her immediate supervisor as soon as possible.
- B. Written Statement. If an employee believes the problem has not been properly resolved, the employee can file a written statement concerning the problem with the next senior officer within the District's chain of command. A copy should be sent to the Fire Chief. The employee will receive a written reply from the senior officer within ten (10) working days after the written statement is received, unless additional time is needed.
- C. Review: The Fire Chief shall review any decision upon request, investigate further if appropriate, and issue a decision. The employee's request for consideration by the Fire Chief should be made within ten (10) working days from receipt of the supervisor's decision. The employee may present further facts, documents or argument. The Fire Chief shall make every effort to assure that problems are resolved fairly and in the public interest.