

Adopted: March 9, 2010

Fire Chief Jim Spiegel

COMPLAINT REPORTING / RESOLUTION PROCEDURE

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Should a situation persist that you believe is detrimental to you or to the North Berrien Fire Rescue Department, you should follow the procedure described here for reporting your complaint to management's attention. The following is a list of incidents that mandate reporting:

- Injuries
- Safety violations
- Use of drugs or alcohol on duty
- Unauthorized Department-related activity
- Sexual or other harassment
- Unlawful discrimination
- Violence
- Theft
- Illegal practices on duty or during any Department-related activity
- Retaliation for making a report, participating in a related investigation or otherwise.

You must immediately discuss your questions, problems, complaints, or reports with the Fire Chief or his designee.

All complaint reports shall be forwarded to the Fire Chief, in writing as soon as possible.

You are not required to directly confront the person who is the source of your report, question, or complaint before notifying any of those individuals listed. Nevertheless, you are required to make a reasonable effort to make wrongdoing or conflict known should it exist.

If you are not satisfied with the Fire Chief's decision and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that the matter be reviewed by the North Berrien Fire Rescue Department Board. The Fire Board, after a full examination of the facts (which may include a review of the written summary of your statement, discussions with all individuals concerned, and a further investigation if necessary), will advise you of its decision. The decision of the Board shall be final.

The North Berrien Fire Rescue Department does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the North Berrien Fire Rescue Department from taking disciplinary and/or legal action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, of demeanor) where the North Berrien Fire Rescue Department deems disciplinary action appropriate.