



## MASON COUNTY FIRE DISTRICT #4

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TITLE: COMPLAINT PROCEDURES, MEMBER (INTERNAL)

CHAPTER: 2000 NUMBER: 2050 APPROVED: 10-07-2008

APPROVED: Signature on file Bob Burbridge, Chief

The District recognizes that sometimes situations arise in which an employee feels that he or she has not been treated fairly or in accordance with rules and procedures. For this reason the district provides its employees with procedures for resolving complaints.

- (a) Step 1: An employee shall first try to resolve any problem or complaint with his/her supervisor.
- (b) Step 2: When normal communication between an employee and the supervisor is not successful, or when an employee disagrees with the application of policies and procedures, the employee should attempt to resolve the problem with the Fire Chief. The Fire Chief will respond to the employee in writing within five (5) days after meeting with him/her, if possible.
- (c) Step 3: If the employee is not satisfied with the response from the Fire Chief, the employee may submit the problem, in writing, to the Chair of the Board of Fire Commissioners or his/her designee. The written complaint must contain, at a minimum:
  - (1) A description of the problem;
  - (2) A specific policy or procedure that the employee believes has been violated or misapplied;
  - (3) The date of the circumstances leading to the complaint or the date when the employee first became aware of those circumstances;
  - (4) The remedy sought by the employee to resolve the complaint.

The written complaint should be filed within ten (10) working days of the occurrence leading to the complaint, or ten (10) working days after the employee becomes aware of the circumstances.



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- (d) The Chair of the Board of Fire Commissioners or his/her designee may meet with the parties, either individually and/or together. The Chair of the Board of Fire Commissioners may discuss the complaint with the other board members in executive session as allowed by RCW 42.30.110(f) "To receive and evaluate complaints or charges brought against a public officer or employee. However, upon the request of such officer or employee, a public hearing or a meeting open to the public shall be conducted upon such complaint or charge;" The Chair of the Board of Fire Commissioners will respond in writing to the aggrieved employee within forty five (45) days of receiving the complaint. The Chair of the Board of Fire Commissioners or his/her designee's response and decision shall be final and binding.