

ADOPTED: FEBRUARY 1, 2013

REVISED:

A. GENERAL POLICY

It is the policy of the District to provide for an orderly process whereby employees may have their problems and complaints considered as fairly and rapidly as possible without fear of retaliation. Every effort shall be made to find an acceptable solution by informal means at the lowest possible level of supervision.

B. DEFINITION OF NON-DISCIPLINARY APPEAL

If an employee or group of employees in the District believes [an injustice] has occurred because of:

1. Lack of a District policy or a department policy;
 2. A policy that is unfair;
 3. Misapplication of a policy;
 4. Disagreement with another employee or supervisor;
 5. A discretionary action of the District or a department in the application of the rules and regulations of the District; or
 6. Discrimination on the basis of race, color, religion, sex, national origin, marital status, age, expunged juvenile record, association with anyone of a particular race color, sex, national origin, marital status, age or religion, family relationship, mental or physical disability, or application for Workers' Compensation benefits;
- A request written may be filed under the following established procedures.

C. NON-DISCIPLINARY APPEAL PROCEDURE

Employee/ Employer relations are a matter of personal management choice. Some managers may prefer direct, open, free flowing discussion with their employees; others may prefer more formal management leaving the details of the day-to-day operation to their subordinate supervisors.

It is recommended that every department manager establish a written procedure, which best reflects his/her personal choice in handling non-disciplinary appeals. Regardless of which of the following policies is chosen, all non-disciplinary appeals should be handled in an informal setting to gain better understanding of the problem and a prompt, fair resolution within the department.

Non-disciplinary appeals should not be presented to the department head or supervisor in writing, unless the issue is such that it cannot be understood except in writing.

1. POLICY NO. 1.

OPEN DOOR POLICY - An employee wishing to discuss any issue or problem of a non-disciplinary nature may meet with the department head at any reasonable time. This is the established non-disciplinary policy. Access to supervisors may be delayed by District operational requirements.

2. POLICY NO. 2.

CHAIN OF COMMAND POLICY - Employees wishing to discuss a specific non-disciplinary matter shall start with the immediate supervisor and follow the chain of supervisory command. In the event the employee cannot start with the

immediate supervisor, s/he shall be entitled to commence the process at whatever level of supervisory command is available.

D. HEARING OF APPEAL

When an appeal of a non-disciplinary policy cannot be resolved with the department procedure, the appeal shall be directed to the Fire Chief to cause investigation of the matter and make a recommendation on the appeal.