
TITLE	Grievance Policy
POLICY NO:	2015-044

POLICY STATEMENT:

Superior EMS has instituted this policy to provide employees with an outlet to express any dissatisfaction with respect to issues related to their employment. In order to foster better employer / employee relations, Superior EMS has established a grievance review system to resolve any issues that may arise.

SCOPE:

All Staff/Volunteers

POLICY:

The Grievance review portion of this process is designed to address employee dissatisfaction regarding conditions of employment, or tangible job actions such as:

- Wages
- Working conditions
- The administration of company policies
- Perceived unfair or inequitable treatment
- Written or final warning
- Demotion
- Termination

It is important to note that grievances relating to workplace harassment (sexual, or racial), should be reported as outlined in the Workplace Harassment Policy.

Grievance Review Steps:

1. Supervisor*
2. Superintendent of Operations
3. Chief of EMS Operations

**In the event that a manager's performance or conduct is the subject of the employee's grievance, the employee may begin the process at step two rather than step one.*



Employee Responsibilities

Employees

- The grievance may be raised initially through a verbal discussion. However, if an investigation is required, the employee shall submit a detailed written letter of grievance and attach any pertinent documentation.
- A written letter of grievance shall generate a written response from the reviewer, and shall be received within a reasonable timeframe, typically inside of 30 days from the reception of the written letter of grievance.
- Written letters of grievance pertaining to the termination of employment shall garner a written response within 10 business days after receipt of the letter.
- Persons other than the affected employee may not represent or file a grievance on behalf of the affected employee(s). Employees must assume responsibility for their own concerns.
- For a grievance to be considered, it must discuss specific incidents or circumstances which have directly affected the employee, and suggest or request improvements which are both reasonable, and within the control of Superior EMS.
- Anonymous grievances shall not be reviewed.
- No employee shall be disciplined for using the Grievance review process.

Managers

- Each management representative in the grievance review process is required to consider the specific concerns raised, and determine the eligibility of the grievance under review.
 1. Does the grievance meet the definitions established to qualify for review?
 2. Is the grievance specific to the employee involved?
 3. Does the resolution of the grievance fall within the scope of authority of the manager?
 - If the grievance meets the eligibility criteria, the manager shall respond to the



employee in writing within 30 days following receipt of the grievance. For Grievances pertaining to termination of employment the response shall be made within 10 business days of the receipt of the grievance.

- If the grievance does not meet the first two criteria for eligibility, the manager shall notify the employee that the grievance does not qualify for review, and the reasons for the determination.
- If the grievance meets the first two eligibility requirements, but does not meet the third, the manager shall notify the employee that their grievance has been forwarded to a higher authority to help resolve the grievance review process.

Grievance Review Restrictions

- Grievances regarding harassment (racial, sexual, etc.) or illegal discrimination should be reviewed immediately pursuant to the Workplace Harassment Policy. Filing a grievance with the Human Rights Commission or any similar agency shall not preclude an employee's use of the Superior EMS Grievance Policy.
 - Employees shall not be disciplined or receive any form of retaliation for utilizing the grievance review process.
 - Superior EMS cannot guarantee that an employee's specific grievance will be resolved in the manner he/she requested, or his/her satisfaction with the resolution.

Date of Approval:	September 28, 2016
Date to be Reviewed:	September 28, 2018
Authority:	Chief of EMS Operations



EMS OPERATIONS DIVISION
www.superiormedics.com
info@superiormedics.com
705.253.3301