

Rules and Regulations

Administrative Regulations
Policy 116.0
Volunteer Firefighter Complaint Procedures



Purpose:

The complaint policy is designed to be used for serious problems which directly effect the Volunteer Firefighters in the performance of their duties and should not name other employees, unless they are part of the problem. Should any other employees be named in the complaint, the Fire Chief and employees so named will receive a copy of the complaint and have the right to be present at all hearings on same. It is hoped that this procedure is never needed, and that all problems may be resolved prior to becoming serious.

Procedure:

- Step 1. Volunteer firefighter should verbally discuss their complaint with their Crew Lieutenant, who will try to resolve the complaint.
- Step 2. The Volunteer firefighter, if not satisfied with the answer given by the Crew Lieutenant, shall verbally discuss the complaint with the Assistant Fire Chief. The Assistant Fire Chief shall give a verbal answer to the complaint within 2 working days.
- Step 3. The Volunteer firefighter, after receiving the verbal answer to their complaint has 5 working days to decide if it is satisfactory. If the verbal answer is not satisfactory, the volunteer firefighter shall fill out a written complaint form and give to the Fire Chief. Written complaint forms are available from the Fire Chief. The Fire Chief shall schedule a hearing with the volunteer firefighter as soon as possible to try to resolve the complaint. Within 2 working days after the hearing the Fire Chief will provide to the volunteer firefighter his answer to the complaint in writing.
- Step 4. If the answer is not satisfactory, the volunteer firefighter must write on the complaint form the reason why it is not satisfactory, sign form and return to the Fire Chief within 5 working days. The form will be forwarded to the Mayor for review. The Mayor will hear the complaint within a reasonable length of time. The Mayor will either Approve or Deny the complaint and the decision is final.



CITY OF BRYAN VOLUNTEER FIREFIGHTERS

COMPLAINT FORM

Name _____

Date _____, 20__

Was this complaint first discussed with Crew Lieutenant? YES _____ NO _____

Has complaint been discussed with Asst. Fire Chief? YES _____ NO _____

NATURE OF COMPLAINT: _____

Signature of Volunteer Firefighter
Filing Complaint



DECISION #1-Fire Chief

DATE _____, 20____

VOLUNTEER FIREFIGHTER: _____
NAME

Fire Chief

Decision #1 Accepted/Denied

Volunteer Firefighter

Date: _____, 20____



DECISION #2- Mayor
20_____

DATE _____,

VOLUNTEER FIREFIGHTER: _____
NAME

Mayor

Decision #2

Volunteer Firefighter

Date: _____, 20_____