

Campbell County Fire Department Policy

General Administration

Complaint Reporting and
Investigation Procedures



900.201.1

PURPOSE:

The Fire Department promotes a work environment where there is a free and open flow of communication within the organization. Fire Department officials will work with employees to resolve concerns about violations of any and all work-related policies or issues. Working together to promptly address concerns benefits everyone in the long run.

SCOPE:

This policy applies to all members and employees of the Campbell County Fire Department (CCFD) organization.

POLICY:

- A. Any employee who feels that he/she is being subjected to discrimination, violence, harassment, offensive behavior, or any policy violations shall report to his/her supervisor. However, if an employee wishes to speak to someone other than an immediate supervisor, or feels that the concern has not been adequately addressed, he/she is encouraged to contact the Human Resource Representative for the Fire Department and/or the Fire Chief. The Fire Department believes that bringing concerns to the Fire Department's Management team is often the best approach to resolving workplace concerns, and the Fire Department fully supports an employee's right to utilize any of these channels.
- B. Employee reporting issues should provide as much detail as possible including the following: The names of individuals involved, the names of any witnesses, direct quotes when relevant, and any documentary evidence (notes, pictures, cartoons, etc.) available.
- C. All reports will be considered to be serious in nature and will be duly investigated. The Fire department will protect the privacy and confidentiality of all parties involved to the fullest extent possible consistent with a thorough investigation.
- D. An Investigation Team has been established and trained to handle all employees' complaints and concerns. The Fire department will make every effort when practical to ensure that those named in or are closely associated with a complaint will not be part of the investigative team or efforts. The Fire Department, at its discretion, may use a third party investigator to address allegations. The Human Resource Representative shall be responsible for monitoring the investigation of complaints and departmental compliance with any policy or procedures. An investigation will be conducted promptly and the report completed within agreed timelines.
- E. Upon completion of an investigation, the Human Resource Representative will provide a Summary Review of the investigation prior to any employment action. The

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Human Resource Representative shall notify the Fire Chief and/or the Joint Powers Board of all cases of serious allegations of discrimination, including but not limited to sexual and racial harassment.

- F. The Human Resource Representative shall meet with the Complainant separately from the Respondent and advise him/her of the results of the investigation and what if any appropriate action will be taken. The Human Resource Representative shall direct the Complainant to contact him/her regarding any hostile or retaliatory act that may occur.
- G. The Human Resource Representative shall meet with the Respondent separately from the Complainant, and advise him/her about the results of the investigation including action taken if any. The Human Resource Representative shall direct the Respondent to refrain from taking any hostile or retaliatory acts.
- H. The Human Resource Representative shall meet with the Complainant three months after the decision so as to confirm there have been no further hostile or retaliatory acts.
- I. Fire Department prohibits any form of retaliation against employees for reporting possible violations of this policy, assisting in an investigation, or for otherwise opposing any activity or conduct which might violate this policy. No adverse employment action will be levied against an employee who is a witness or is otherwise involved in an investigation because of said employee's good faith report. Any retaliatory conduct must be reported. Retaliation will be considered a serious violation of this policy, regardless of whether a charge or informal complaint or report is substantiated. Encouraging others to retaliate violates this policy.
- J. The Fire Department recognizes that making false or bad faith accusations can have serious consequences for those who are wrongly accused. The Fire Department prohibits deliberately providing false information and making false and/or malicious harassment allegations during an investigation. Policy violators are subject to disciplinary action up to and including termination.

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