

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Administration-</i> Grievance Procedure	SOG #100-017
	Approved: Chief Christopher J. Reynolds	Initiated: June 2021 Revised: N/A

Description: This process provides the guidelines for both members utilizing the Grievance Procedure and for members requested to serve on the Grievance Committee for a given case.

Definitions:

- **Grievance-** For LPEMS purposes a Grievance is a formal request for review of a member termination or member discipline by the LPEMS Personnel Committee.
- **Personnel Committee-** The LPEMS Personnel Committee Consists of up to two (2) members of the LPEMS Board of Directors, one (1) non-involved or read in Operational Officer or Manager, and up to two (2) members of the same class and certification level of the LPEMS Membership.
- **Member Termination-** Termination includes an involuntary end to employment or membership but excludes a voluntary quit; a layoff or failure to be recalled from layoff at the expiration of any recall period; retirement; job abandonment such as "no-call, no-show," or failure to report to work; any workforce reduction activities; action taken for failure to meet the qualifications of a position; action taken pursuant to an ordinance other than an ordinance specifically addressing member discharge; or death.
- **Member Discipline-** Discipline includes verbal reprimands; written reprimands; suspensions, remedial training, and probation. Discipline does not include action taken because of poor job performance, performance evaluations, performance improvement plans, or counseling (verbal or written) regarding job performance.

Purpose: LPEMS offers members the opportunity to grieve disciplinary action that is viewed or believed by the member to be unjust by utilizing this process.

Procedure: Prior to any formal disciplinary action members are given every opportunity to file incident reports, amend these reports, and speak personally to management about any issue or concern being investigated. All investigations are handled in accordance with LPEMS Disciplinary Process as outlined in the LPEMS Member Handbook and LPEMS SOG 100-015.

Filing a Grievance

1. Once formal action is taken members are notified in person and provided with a copy of the disciplinary notice with consequences of stated actions.
2. Members are asked to sign acknowledgement of receipt of Disciplinary Form.
 - a. Affixed to signature section is statement and instruction for Grievance Process.
3. Members have 72 hours from receipt of Disciplinary form to notify the Chief in writing of the intention of filing a Grievance.
 - a. The Chief shall within 24 hours acknowledge receipt of Grievance notice and shall notify the President of the Board of Director of this intention.
4. The President will assemble the Personnel Committee notify all parties, and work to schedule mutual acceptable date.

- a. In the event of an infraction that involves patient care the Medical Director will be an advisor to the Personnel committee.
5. The committee will consist of up to two (2) members of the LPEMS Board of Directors, one (1) Neutral Operational Officer or Manager, and up to two (2) members of the same class of membership and certification level.
6. The decision of the Personnel Committee will be final and cannot be challenged.

Committee Procedure

1. Once assigned and assembled the Personnel Committee will be forwarded all documentation and investigation notes, materials, and information from management for review.
2. The Committee is to remain impartial and open-minded during the process.
3. Management will present a formal explanation of all investigation methods, and materials and why the decision was made.
4. Member will have the opportunity to present their information, documents, witnesses, and any other materials they feel are relevant.
5. The Committee may ask questions as needed to make their determination.
6. The Committee will deliberate and notify the member via certified mail of their decision.

