

# EL DORADO COUNTY FIRE SAFE COUNCIL

## Article XIII. Grievance / Complaint Policy

### Section 13.01 Purpose:

The El Dorado County Fire Safe Council (EDCFSC) is committed to maintaining an open environment where members of the board, associate councils, public agencies and the general public are able to express their thoughts and opinions without fear of retribution or retaliation. Conduct of all parties must be honest, ethical and respectful. This policy is intended to provide a structured process for resolution of complaints or grievances from any interested party. This policy compliments the existing board whistleblower policy.

### Section 13.02 Process:

- (a) The complaints or grievances must be in writing and signed by the person or persons making the complaint. The complaint should be specific and should identify a desired outcome that is within the authority of the board. Anonymous or unsigned complaints will not be considered. They should be addressed to the Board President or any other member of the board.
- (b) The board member who receives the complaint has the duty to submit the complaint to the board at the next scheduled meeting of the board. The complaint should be added to the agenda under "Correspondence". If the matter is urgent a special meeting may be called.
- (c) The board president shall appoint an ad-hock committee of at least three board members who are not directly involved or named in the complaint. Non board members can be named to the committee if special knowledge or skills are required.
- (d) The committee will consider the complaint, gather facts and contact the complainant if necessary.
- (e) If the committee can resolve the issue to the satisfaction of all parties it will act and report back to the board.
- (f) If the resolution requires board action it will be placed on the agenda of the next scheduled board meeting as an action item.
- (g) If the ad-hock committee cannot resolve the complaint and cannot agree on recommended board action, it will report the impasse at the next scheduled board meeting.

### Section 13.03 Outcome:

The desired outcome is for the EDCFSC governance to be open and transparent. Individuals and groups should be free to respectfully submit ideas, make suggestions and identify areas for improvements. The members of the board are volunteers who are subject to a code of conduct that is ethical and respectful. Members of the public and associate councils should share these principles.