

PROBLEM RESOLUTION

Page Number:

Page 1 of 3

Effective Date:

7/14/2022

Supersedes Editions:

Category:

Administrative

Purpose: Should a work-related problem arise that an individual employee is unable to resolve, the following procedure shall be utilized:

Policy:

Step 1 - Immediate Supervisor

In a written paper format (not email or text messages) each employee shall notify their immediate Supervisor of the problem and a suggested solution within two (2) working days of being unable to resolve the problem on their own. The Supervisor shall forward a copy of the written document to the next level of command.

The employees' immediate Supervisor shall investigate the problem and respond in writing within the Supervisors next two (2) actual shift days. Should an investigation require additional time the employee shall be notified.

Should the problem not be resolved by an immediate Supervisor the employee shall proceed to Step 2.

Step 2 - Battalion Chief

The employee shall submit to any on-duty Battalion Chief a copy of the original written paper format document along with any response from the Supervisor in Step 1. The Battalion Chief shall forward a copy of all received documents to the next level of command.

The Battalion Chief shall investigate the problem and respond in writing within the Battalion Chiefs' next two (2) actual shift days. Should an investigation require additional time the employee shall be notified.

Should the problem not be resolved by the Battalion Chief the employee shall proceed to Step 3.

Step 3 – Assistant Chief

The employee shall submit to the Assistant Chief a copy of the original written paper format document along with any response from the Supervisor in Step 1 as well as all documents prepared by the Battalion Chief in Step 2. The Assistant Chief shall forward a copy of all received documents to the next level of command.

PROBLEM RESOLUTION

Page Number:

Page 2 of 3

Effective Date:

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The Assistant Chief shall investigate the problem and respond in writing within the Assistant Chiefs' next two (2) actual shift days. Should an investigation require additional time the employee shall be notified.

Should the problem not be resolved by the Assistant Chief the employee shall proceed to Step 4.

Step 4 – Deputy Chief

The employee shall submit to the Deputy Chief a copy of the original written paper format document along with any response from the Supervisor in Step 1 as well as all documents prepared by the Battalion Chief in Step 2 and all documents prepared by the Assistant Chief in Step 3. The Deputy Chief shall forward a copy of all received documents to the next level of command and the Board of Trustees Personnel Committee.

The Deputy Chief shall investigate the problem and respond in writing within the Deputy Chiefs' next two (2) actual shift days. Should an investigation require additional time the employee shall be notified.

Should the problem not be resolved by the Deputy Chief the employee shall proceed to Step 5.

Step 5 - Board of Trustees Personnel Committee

The employee shall submit to the Board of Trustees Personnel Committee a copy of the original written paper format document along with any response from the Supervisor in Step 1, all documents prepared by the Battalion Chief in Step 2, all documents prepared by the Assistant Chief in Step 3 and all documents prepared by the Deputy Chief in Step 4.

The Board of Trustees Personnel Committee shall investigate the problem and respond in writing within fifteen (15) working days as outlined below. Should an investigation require additional time the employee shall be notified.

When the Board of Trustees Personnel Committee receives the controversy, they will determine if the proper steps set forth above were followed. If all steps have been followed:

The Committee shall interview the employee for controversy clarification;

They Committee shall interview the immediate Supervisor, Battalion Chief, Assistant Chief, Deputy Chief and any other relevant person to further clarify the c controversy; &

Schedule a meeting with all persons involved.

PROBLEM RESOLUTION

Page Number:

Page 3 of 3

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After careful consideration of all facts and within fifteen (15) working days, the Board of Trustees shall render a final written binding decision.

If an employee fails to comply with any of the above time limits the Board of Trustees Personnel Committee shall remand the matter to the individual employee who shall then correct all errors in the process. If such errors are corrected then the Personnel Committee shall proceed as outlined above.

Should it be discovered that the immediate Supervisor, Battalion Chief, Assistant Chief or Deputy Chief failed to follow the above timeline or failed to make written findings then the Board of Trustees Personnel Committee may take appropriate action.

Any Supervisor, Battalion Chief, Assistant Chief, Deputy Chief or Board of Trustees Personnel Committee Member requiring interpretation of OFPD SOP's, OFPD SOG's, OFPD's Employee Handbook or any other OFPD policy shall present the interpretation question in writing to OFPD's Attorney whose decision shall be final.

This process shall not apply to disciplinary matters. All disciplinary matters shall proceed pursuant KRS 75.130.