

Augusta County Emergency Services Officers Association

*Augusta County Government Center
P.O. Box 590 – 18 Government Center Lane
Verona, Virginia 24482*



Fire-EMS Standard Operating Guideline

Section:	Communications
Title:	Grievance / Complaints
Date:	
Revised:	05/2013

Grievance / Complaints

In the event a Fire-Rescue agency has specific justification to file a complaint against the Augusta County Emergency Communications Center, the Emergency Service Personnel will follow the chain of command within his or her organization and the Chief Officer will formally submit a written grievance describing the incident within five (5) calendar days to the Augusta County Emergency Communications Center Director. The ECC Director will respond to the complaint within seven (7) days of receipt.

At no time shall any member contact Augusta ECC reporting a grievance or discuss the operations of Augusta ECC.

In the event a Communicator has specific justification to file a complaint against a Fire-Rescue agency, the Communicator will formally submit a written grievance describing the incident to the ECC Director. The ECC Director has the option to present the grievance to the Augusta county Fire-Rescue Chief within seven (7) days of the incident.

Reference:

Grievance - Complaints

Augusta County Emergency Services Officer's Association – Website (2008)
Section 3: Communications

Related Content: