



**MESCAL J-6
FIRE DISTRICT**

**STANDARD OPERATING
POLICY # 018**

*Open Door Policy
Solving Member Concerns*

I. PURPOSE

To facilitate communications between members and management so as to provide solid working relationships and effective and efficient operations.

II. SCOPE

This policy applies to all members of the MJFD.

III. POLICY

It is the policy of MJFD to provide a means for a member to seek answers to questions, to communicate ideas or to bring problems or concerns about work to the attention of management.

IV. GUIDELINES

- A. Members are encouraged to bring forth ideas, questions or concerns to the attention of management, via the chain of command.
- B. All officers are encouraged to listen to members' work-related concerns or ideas, provide information, and whenever possible, resolve problem situations.
- C. When appropriate and if possible, information concerning such concerns shall be kept confidential. In some cases, however, members of management may need to be informed for appropriate resolution of the problem.

V. PROCEDURE FOR SOLVING CONCERNS

- A. If a member has a work-related concern, the member shall first discuss it with his immediate supervisor to allow the officer the opportunity to resolve the matter.
- B. If the matter is not resolved to the member's satisfaction, the member may pursue the matter with the next supervisor in the chain of command, only after notifying his immediate supervisor. If resolution is not achieved via the chain of command, the member may bring the matter to the Fire Chief.
- C. If resolution is not achieved through these informal means, the member may opt to use the procedures as outlined in the policy entitled "*Grievance Rights*."

Approved by the Mescal-J6 Fire District Governing Board on July 6, 2015. Replaces February, 2012