

## OPERATIONAL GUIDELINE

GABRIOLA VOLUNTEER FIRE DEPARTMENT	OG #14.00
COMPLAINT POLICY	Page 1 of 1

Any complaint must be detailed in writing, or it will not be considered.

Any complaint regarding a member or officer of the GVFD shall be directed to the Fire Chief.

The Fire Chief shall within 2 working days of receiving the complaint review it and decide upon a course of action to rectify the situation.

Any complaint regarding the Fire Chief shall be directed to the Chair of the Gabriola Fire Protection District and copied to the Fire Chief's office.

The Chair shall, within 2 working days of receiving the complaint, call a special meeting of the Trustees. The meeting will be held within 7 working days and the Trustees shall review the complaint and decide upon a course of action to rectify the situation.

Business at a meeting called to handle a complaint shall be confined to the complaint.

GVFD members or the general public are not allowed to attend a meeting called to handle a complaint.

The person or persons who filed or are named in the complaint shall be present and explain their position, after which they may be requested to leave the meeting to allow the Fire Chief and/or Trustees, if applicable, to further consider the matter.

If the complaint has come from a person or persons outside of the GVFD they may be requested to attend, as in the above paragraph.

After hearing the issues around the complaint, the Fire Chief and/or the Trustees, if applicable, shall decide upon a course of action to take to resolve the situation.

The decision regarding the outcome of the complaint shall be sent in writing to all concerned parties.

Signature of Fire Chief:	Dated: Jan 24, 2017
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