



Nelson County Emergency Services Council
Nelson County, Virginia

Nelson County Emergency Services Council
Standard Operating Guideline

Subject:	Grievance/Complaints
Reference Number:	ADMIN 01-001
Effective Date:	1-Jan-16
Last Revision Date:	
Signature of Approval	David Graves, President

Purpose:

To establish a procedure for expressing concern about radio usage by a field user and/or a dispatcher.

Procedure:

In the event that a Fire-Rescue agency has specific justification to file a complaint against the Nelson County Dispatch Center, the Fire-Rescue personnel will follow the chain of command within his/her organization and the Chief/Captain will formally submit a written grievance describing the incident within five (5) calendar days to the Nelson County Emergency Services Coordinator. (Email Preferred) The ESC will respond to the complaint within seven (7) days of receipt.

At no time shall any member contact the Nelson County Dispatch Center reporting a grievance or discuss the operations of Nelson County Dispatch Center.

In the event that a 911 Dispatcher has specific justification to file a complaint against a Fire Rescue agency, the Dispatcher will formally submit a written grievance describing the incident to the ESC. The ESC has the option to present the grievance to the Nelson County Emergency Services Council at their next meeting.