

	<p style="text-align: center;">SOUTHERN FOX VALLEY EMERGENCY MEDICAL SERVICES SYSTEM POLICY & PROCEDURES</p>				
<p>TITLE: SYSTEM GRIEVANCES AND CONFLICTS</p>					
<p>SECTION: SUSPENSIONS, CONFLICT, AND DUE PROCESS</p>			<p>POLICY NUMBER: E-3.0</p>		
<p>APPROVED BY: DR. ARTHUR PROUST EMS MEDICAL DIRECTOR</p>					
<p>EFFECTIVE DATE: 03/01/1990</p>			<p>PAGE NUMBER: 1 OF 1</p>		

PURPOSE:

To mediate and attempt resolution of grievances and conflicts within the Southern Fox Valley EMS System by the Southern Fox Valley EMS System review board.

POLICY:

1. All formal grievances or conflicts within the Southern Fox Valley EMS System which are not related to individual suspension, suspension order or provider service suspension may be mediated through the Southern Fox Valley EMS System review board through use of this policy.
2. Should a conflict or grievance arise in the Southern Fox Valley EMS System, all effort should be made by the parties involved to resolve such conflict on an informal level.
3. If informal resolution of the conflict or grievance is not possible between affected parties, either party involved in the conflict or grievance may request that the Southern Fox Valley EMS System review board to mediate the conflict and make recommendations to attempt resolution of the conflict or grievance.
4. Any formal conflict or grievance must be sent in writing to the EMS Medical Director, to be eligible for a Southern Fox Valley EMS System review board hearing. The letter must contain a written request for a hearing by the review board.
5. On receipt of a formal conflict or grievance letter by the EMS Medical Director, the procedure described in the Southern Fox Valley EMS System review board policy will be followed to arrange a hearing.
 - a. Should either party involved in the grievance or dispute desire transcribed copy or tape recording, it will be their responsibility to arrange for and assure coverage of cost for same.
6. The Southern Fox Valley EMS System review board will hear testimony and review documents related to the parties concerned' grievance.
7. At the conclusion of the hearing the Southern Fox Valley EMS System review board will make its recommendations as to the resolution of the grievance or conflict.
 - a. This recommendation will be mailed to the parties involved within 10 days of the conclusion of the hearing.
8. Should the decision of the review board reflect the need for an undeveloped Southern Fox Valley EMS System policy, one will be developed using the review board's decision for guidelines.
9. The Southern Fox Valley EMS System review board will use existing Southern Fox Valley EMS System policies as guidelines for conflict or grievance resolution when such policies are applicable.
10. The decisions of the Southern Fox Valley EMS System review board as well as recommendations made by the review board are binding and may not appeal to the State EMS Disciplinary Review Board.

Effective Date:	03/01/1990				
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