

Ventura County 4-H Youth Development Program

Conflict Resolution & Complaint Procedures

(Taken from **Section 313** of the 4-H State Policy Handbook at <http://ca4h.org/4hresource/handbook/Word/Handbook%20300.01a.doc>)

Volunteer Complaint Process

It is the intent of the program that local complaints be resolved at the local level, and that any complaint that is not directly related to the actions of a regional director be resolved at or below the regional level. If a 4-H volunteer has a complaint about Cooperative Extension program, policy, personnel, or procedures the following steps may be followed:

Informal Review of Complaint

Efforts should be made to resolve the volunteer's complaint on an informal basis through discussion between the volunteer and the appropriate Cooperative Extension representative and/or the appropriate VMO officers or representatives. Efforts at informal complaint resolution are not mandatory and a volunteer may choose to seek resolution through formal review only. Disagreements between volunteers are generally considered as matters appropriate to the consideration of the local or sectional VMO.

Formal Review of Complaint

In cases where informal review is attempted but does not resolve the complaint, a written formal complaint must be received by the county director (or regional director, as appropriate) within 30 calendar days after the completion of the informal process.

Where no informal effort to resolve the written complaint is made, the complaint must be received by the county director within 30 calendar days after the date of the action or event which gave rise to the complaint. If the complaint is against the county director, the regional director will receive this formal complaint.

The written complaint must include the specific details of the complaint and the remedy requested. The administrator receiving the complaint (e.g., the county director) may forward a copy of the complaint to the regional director and 4-H YDP director.

The administrator receiving the complaint (e.g., the county director) shall respond to the complaint with a written decision. The response must be made within 30 calendar days from the date of the receipt of the formal complaint.

If the volunteer is not satisfied with the decision of the responding administrator (e.g., the county director), the volunteer may request for an appeal to the regional director or Associate Vice President-Programs, as appropriate. Upon determining whether such an appeal has been made, the responding administrator will forward all pertinent documentation to the regional director or other appropriate administrator. The reviewing administrator shall respond with a written decision within 30 calendar days of the receipt of the appeal documentation.

- ★ **Volunteers may elect to send complaints that are alleged to result from discrimination because of race, color, religion, marital status, national origin, sex, or citizenship, directly to the Secretary of Agriculture in Washington, D.C.**
- ★ **All matters and records relative to volunteer complaints will be treated as confidential.**

**UNIVERSITY OF CALIFORNIA COOPERATIVE EXTENSION
VENTURA COUNTY 4-H YOUTH DEVELOPMENT PROGRAM**

COMPLAINT FORM

Use of this form is voluntary

Name: _____

Home Address: _____

Telephone: _____

Fax: _____ E-mail _____

Description of Complaint. (please be as specific as possible in describing the event(s), date(s), person(s) involved, etc.)

Proposed remedy:

Signature

Date