

## Grievance Policy

It is the intent of the program that any problems or complaints be resolved within the 4-H club. Everything that is discussed should and must be documented by the 4-H club secretary. Any complaints or problems that cannot be resolved within a club or complaints about 4-H program, policy, personnel, or procedures, the following steps may be followed:

- **Informal Review**

Efforts should be made to resolve the volunteer/club/individual complaint on an informal basis through discussion between the club(s), party, and appropriate 4-H Youth Development Program Director and/or appropriate Federation officers or representatives. Efforts at informal complaint resolution are not mandatory and the volunteer/club/individual may choose to seek resolution through formal review only. It may be requested that any club minutes pertaining to the issue be brought forward at these discussions if necessary.

- **Formal Review**

In the event where the informal review process was unable to resolve the complaint, a written formal complaint must be received by the Marathon County Leader Federation President and the 4-H Youth Development Program Director within 30 calendar days after the completion of the informal process. Both parties should put in writing their concerns, send the copy of the 4-H secretary minutes of the meetings, and a copy of the by-laws. The written complaint must include the specific details of the complaint and the remedy requested.

Where no informal effort to resolve the complaint is made, the complaint must be received by the 4-H Youth Development Program Director and the Federation President within 30 calendar days after the date of the action or event which gave rise to the complaint.

Depending upon the severity of the complaint, the item will be placed in the agenda for the next Federation meeting, where it may be required for all parties involved to come and present their side.

In the event of a severe complaint the Executive Committee of the Federation and 4-H Youth Development Program Director may call an emergency meeting to discuss the complaint.

The response will be made within 30 calendar days from the date of the meeting where the complaint was discussed. A copy of the letter will be sent to all parties informing them of the Federations final ruling.

- **Possible grievance solutions:**

Volunteer – placed on probation, suspension, or removed from position, or not allowed to be in 4-H

Club – placed on probation for a definite length of time, ineligible to show at the local fair(s), or the forfeiture of charter so club will be dissolved

4-H Club member – placed on probation for a definite length of time, ineligible to show at the local fairs for a definite length of time, or forfeiture of joining a 4-H club in the County