

Grievance Committee

Volusia County 4-H Grievance Procedure

The grievance petitioner(s) should forward their grievance, in writing, to the Volusia County 4-H Extension Agent and their Club Leader within ten (10) days of the grievance.

The statement shall contain, at a minimum, the following information:

- 1) The date of the incident;
- 2) The name(s) of the people filing the grievance;
- 3) An e-mail address or mailing address to respond to the grievance;
- 4) A complete statement describing the incident including all facts upon which the complaint is based;
- 5) Any rules, regulations, policies and/or procedures which have been violated;
- 6) A list of the names and addresses (preferably with phone numbers) of people who have been involved in the incident and their roles in it;
- 7) A proposed resolution or the result they would recommend; and
- 8) Signatures of those submitting the grievance.

*A grievance form will be available on the 4-H website:

www.volusia.org/extension/4h.htm

Upon receipt of the grievance, the 4-H Extension Agent shall immediately contact the Grievance Committee Chairperson who will, in turn, contact fellow committee members within ten (10) days and set up a hearing time to discuss the grievance. The first resolution discussion must take place within ten (10) days of the receipt of a grievance.

The Grievance Committee Chairperson shall contact the party submitting the grievance, and all people involved, to inform them that the process has been started and to explain the process. If the grievance is in regard to a 4-H event, to whom the person responsible for that event is involved with the grievance, then it is the responsibility of

both parties to contact the Grievance Committee Chairperson to inform them of the situation.

With a date and time determined to hear the grievance, the Grievance Committee shall contact all individuals involved with the grievance in order to facilitate a fair and complete hearing. This can be done by phone, or by meeting face to face, whichever the committee feels is necessary. All correspondence related to the grievance and the hearing minutes will be kept on file at the Volusia County extension office for a minimum of five (5) years.

The Grievance Committee shall have at their discretion the ability to arrange specific times to hear individuals involved with the grievance, including the petitioned, or to have everyone involved present for the duration of the hearing.

The person(s) filing the grievance must be present at the hearing or available by phone to express their concerns. In the interest of time and to make it fair for everyone involved, the length of time each person is allowed to talk may be limited. The committee will not tolerate inappropriate behavior from either petitioner or petitioned. Inappropriate behavior will result in the grievance being dismissed by the Grievance Committee.

The Grievance Committee shall render a decision within ten (10) days of the hearing. The decision will be submitted to all of the individuals involved in the grievance by telephone or by fax or e-mail. The written decision shall also be delivered to the petitioner and the petitioned by mail within fifteen (15) business days of the hearing. The decision of the grievance committee shall be final and binding, unless it is appealed to the next level. The next level would be to present the grievance to the Volusia County Extension Director followed by contact with the Central District Extension Director.

In the event that not all members of the Grievance Committee are in agreement and sign the official written decision of the committee, the 'majority rule' shall be in effect. If a member of the Grievance Committee has a conflict of interest, that member will be excused from participation as a committee member.

In the event the suggested or sanctioned discipline is not adhered to, the individual(s) may be excluded from all events at that level (i.e. club, district, state, national) for a specified period of time.

Time frames may be extended based on availability and the grievance procedures are subject to change with committee approval.

The Grievance Committee will be made up of two Volusia County 4-H Volunteers, two Volusia County 4-H Association members, two Senior County Council Youth members and the chairperson. Chairperson for the Grievance Committee will be on a rotation basis. This position will rotate every four (4) months. This is a voluntary position (Chairperson does not vote).

Directions for Filing a Volusia County 4-H Grievance

- 1) Before you file the grievance, have you tried to talk to the individual to see if you can work this out?**

- 2) Fill out the Grievance Form A completely or if you don't have the Grievance Form A, you can write down all the information on a piece of paper and turn it in to the your Volusia County 4-H Club Leader and the Volusia County 4-H Extension Agent.**

- 3) You will then receive GRIEVANCE FORM B1 by e-mail or by letter in the mail with a response from the Volusia County 4-H Extension Agent. You must respond back to this in the time frame given.**

- 4) If you decide to go to the second step, the Volusia County 4-H Extension Agent will then complete FORM B2 and give to the Grievance Committee Chairperson. The Grievance Committee Chairperson will fill out GRIEVANCE FORM C. You will be contacted by email or by telephone from Grievance Committee Chairperson for a hearing date and time.**

- 5) After the hearing the Grievance Committee will rule on their decision. You will then receive GRIEVANCE FORM D with that decision by telephone, fax or e-mail and by mail within seven (7) business days.**