



Bexar County 4-H Grievance Policy

The Bexar County 4-H Grievance Policy is intended to give our volunteers an outlet should our 4-H Inc. Rules & Guidelines be violated. Our office would like to keep an open door to any complaints or concerns, and investigate all alleged violations against volunteers, members and prospective members of our organization. The guidelines below are to be used by Bexar County 4-H members and volunteers to enable all complainants to use the grievance policy to resolve the initiating problem without fear of retaliation. These procedures are intended to ensure that the Bexar County 4-H Office will conduct a thorough impartial investigation of all allegations. The procedures should aid complainants in arriving at just resolutions.

Grievance Policy:

1. **Attempt an Informal Resolution of Dispute**
 - In an attempt to encourage prompt resolution of potential grievances, we encourage that parties involved attempt an informal resolution of dispute by addressing the matter with the person/s involved. Please document any incidents of concern and keep an open door of communication with all parties. Make sure all person/s involved are aware of the dispute before seeking resolution from the County Office.
2. **Contact the County Office for Guidance**
 - If no resolution occurs after the first informal attempt and the dispute still exists, involved parties may contact the County Office and speak with the County Extension Agent to clarify rules and/or policies regarding the matter. The Agent will also provide suggestions of recourse regarding the dispute and will ask that a second attempt be made to resolve the dispute informally. The agent will ask for supporting documentation of any incidents that have already occurred.
3. **Second Attempt of an Informal Resolution of Dispute**
 - Following the contact with the County office, parties involved should attempt a second informal resolution of dispute. It is at this time, rules/policies provided by the County Office be reviewed, and a resolution be made between all parties. Supporting documentation should be kept and recorded for future reference.
4. **Initiation of Formal Complaint**
 - Should no resolution be reached after the second attempt of Informal Resolution of Dispute, then a **Grievance Report Form** should be filed with the County Office. This form can be accessed on our website: <http://bexar-tx.tamu.edu/4h-youth-development/adult-volunteer-resources/> Grievance Report forms should be filled out and turned into the County Office and addressed to the County Extension Agent. Grievance Report Forms should be used as a last resort if no resolution can be agreed upon from all parties. Supporting documentation should be included with the Grievance Report Form.



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5. Investigation Process

- Upon receiving a Grievance Report Form, the County Office will conduct an investigation on the issue. The dispute will be handled with appropriate discretion, but person/s involved may be contacted personally to discuss the matter. The County Office will ask for copies of supporting documentation, and evidence that attempts were made for Informal Resolution of Dispute (Meeting minutes, Meeting Audio recording, etc.). The County Office will then review all evidence presented by all parties and review the dispute. A face to face meeting may be requested by the County Office and involved parties to discuss the matter openly. Once the dispute has been reviewed thoroughly, the County Office will issue a Resolution of Complaint to all parties involved.

6. Resolution of Complaint

- The Bexar County 4-H Office will prepare a written report of each investigation. It includes pertinent information related to the specific complaint, including finding(s) of facts. This report will make several recommendations and appropriate actions to be taken to resolve the dispute. A follow-up meeting may be requested by the County office to discuss the Resolution of Complaint report. It is at this time that parties involved comply with the resolution. Should further questions arise, they must be addressed with the County Extension Agent and may be funneled to the District and/or State levels for input.

**“ We can’t solve problems
by using the same kind of
thinking we used when
we created them. ”**

– Albert Einstein