 Volunteer, Parent, Youth Concern Resolution Protocol

Extension volunteers, parents, and/or youth have occasionally bypassed Extension administration to express concerns, which may result in unnecessary roadblocks in effective resolution.

The following steps are intended to serve as a guideline for administrators to use when these types of concerns are expressed to Extension and/or University administration. This will help ensure that concerns are acknowledged and addressed in an effective and appropriate manner.

When an Extension volunteer, parent, and/or youth calls University administration to express or report a conflict or concern, please take the following steps:

1. Acknowledge the caller’s feelings and that you have heard their concerns.

2. Restate the concerns to the caller to be certain you clearly understand the issue.

3. Let them know that there are procedures in place to address concerns/grievances.

4. Assure them you will refer the situation to the proper administrator for appropriate follow-up.

5. Follow your state specific protocol and refer the issue to the appropriate county or state program director or administrator.