

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.

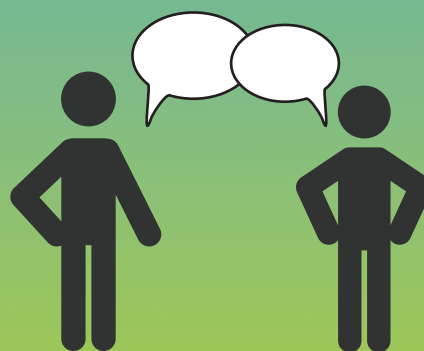
When an Extension volunteer, parent, and/or youth calls University administration to express or report a conflict or concern, please take the following steps:

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.