

KITTITAS COUNTY 4-H COMPLAINT POLICY

4-H PROGRAM COMPLAINT PROCESS

Complaints regarding **program** issues will be handled in the following order. If the concern is not resolved, or not to the satisfaction of the complainant, it will be referred to the next level in a timely manner.

- ❑ Club Leader
- ❑ Formal Written Complaint (*see Complaint Form*) to appropriate 4-H Committee leadership (preferably, within 1 week of speaking to the club leader.) Committee will address;
 - 1) Needs of complainant, 4-H community and 4-H organization. *See complaint form.*
 - 2) Solution, which will maximize safety and life skills learning for the youth involved.
- ❑ Formal Written Appeal to 4-H Council leadership team (includes Council Officers and Extension staff.)
- ❑ DRC (Dispute Resolution Center) of Kittitas/Yakima Counties for mediation *(cost at the expense of party filing complaint)

4-H POLICY COMPLAINT PROCESS

Complaints regarding club or county **policy** will be handled in the following order. If the concern is not resolved, or not to the satisfaction of the complainant, it will be referred to the next level in a timely manner.

- ❑ 4-H Committee Leadership - *See Complaint Form.* (Return completed form to Ext. Office)
- ❑ 4-H Council Leadership Team
- ❑ DRC (Dispute Resolution Center) of Kittitas/Yakima Counties for mediation *(cost at the expense of party filing complaint)

KITTITAS COUNTY FAIR COMPLAINT PROCESS

Refer to the Kittitas County Fairbook for "Protest Procedures." This can be found under General Rules & Regulations, Judging and Awards, or contact the Fair Office for procedures at (509) 962-7639.

STATE FAIR COMPLAINT PROCESS

A written letter submitted to the State 4-H Fair Office:

WSU State 4-H Office
7612 Pioneer Way East
Puyallup, WA, 98371-4998
Attn: Fair Manager

KITTITAS COUNTY JUNIOR LIVESTOCK SALE COMPLAINT PROCESS

A written letter submitted to the Livestock Sale Board of Directors c/o Kittitas County Extension Office or appropriate FFA Instructor.

4-H FORMAL COMPLAINT FORM

DIRECTIONS:

Return completed forms to the Extension Office. Use additional sheets if necessary. The 4-H Committee and/or Council Leadership Team (council officers and extension staff) will review your complaint.

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NAME: _____ DATE _____
PHONE # _____ CLUB _____
PROJECT AREA _____ LEADER'S NAME _____

1. Please describe your complaint; indicating which policy or behavior guideline is in question.

2. Please describe anything you have already tried to do to resolve this problem.

3. Is there anything you would like to have done about the situation?

4. Based on your complaint, please tell us what changes you think we could make to prevent this kind of situation from happening again in the future?
