

Any complaint/issue/concern to be addressed must be put in writing and mailed or emailed to the Regional 4-H Educator or the 4-H Director. Documentation and support for the complaint should be first-hand and not based on second-hand information. A form is available on the 4-H website.

Complaints concerning 4-H clubs, regional events, and/or interpersonal challenges between club members and volunteers, the challenges will be addressed within the regional office. Prior to recommending a solution the 4-H Educator will work with the 4-H Director to ensure that the complaint does not need to be escalated and that complaint resolution is appropriate and representative of UMass Extension 4-H policies.

Complaints concerning violation of UMass Extension 4-H Program Policy and complaints concerning UMass 4-H Staff will be addressed by the UMass 4-H Program Director and if appropriate, the Center for Agriculture, Food, and the Environment (CAFE) Associate Director. Individual(s) issuing the complaints will be contacted directly by the 4-H Director and/or CAFE Associate Director. Complaint resolution will be discussed by the 4-H Director and CAFÉ Administrative leadership team. Any recommendations will be issued and communicated by the 4-H Director and/or CAFE Associate Director.



UMass Extension is a unit of the Center for Agriculture, Food & the Environment in the College of Natural Sciences. UMass Extension is an equal opportunity provider & employer, United States Department of Agriculture cooperating. Contact your local UMass Extension office for information on disability accommodations or the UMass Director if you have concerns related to discrimination, 413-545-4800 or refer to [www.extension.umass.edu/civilrights](http://www.extension.umass.edu/civilrights).