



UConn 4-H Concern Resolution Procedure

Purpose

The dual purposes of the 4-H Concern Resolution Procedure are to establish the steps and information necessary to register a concern with UConn 4-H and to create clear expectations for how those concerns will be addressed.

Definitions

County concern: Concerns related to local 4-H policies, 4-H volunteers, and other county-specific rules for 4-H programs, activities, or events

Academic department concern: Concerns related to departmental policies and other specific rules set for 4-H programs, activities, or events by an academic department within CAHNR

Supervisory concern: Concerns related to an Extension employee’s conduct

State level concern: Concerns related any state level policies or procedures related to UConn 4-H

Decision-Making Authority

Decision-making authority refers to the individuals who have the authority to make a decision and resolution based on a concern. In **all cases**, the decision authority is required to confer with others who have the appropriate expertise and knowledge to arrive at the decision and resolution.

Concern Type	Responsibility for Final Decision
County	Faculty or Program Coordinator with support of their Department Head
Academic department	Faculty with support of their Department Head
Supervisory	Immediate supervisor of the Extension employee named in the concern
State level	Associate Dean for Extension

Note: At no time should any UConn CAHNR employee respond to a 4-H related concern unless they are the named decision-making authority listed above. If a written 4-H concern is received, it should be forwarded immediately to the appropriate decision-making authority.



Process

1. 4-H Members, families/legal guardians of 4-H Members, and/or 4-H Volunteers sometimes have concerns regarding UConn 4-H. The first step is to discuss your concern with the UConn Extension professional in charge of the program, event, or activity involved. Many concerns can be resolved informally and quickly through discussion.
2. If your concern is not able to be resolved informally, the next step is to complete the Concern Form (see Appendix A) and submit to the appropriate decision-making authority within 30 calendar days of the incident. Please contact the Office for Extension (860-486-3581) for assistance if you need help determining to whom the form should be submitted.
3. The decision-making authority will provide written acknowledgement of the Concern Form within three business days of receipt.
4. Whenever feasible, the decision-making authority will provide a written response and resolution to the concerned party within 30 calendar days of receipt by using the appropriate resources, which may include but are not limited to:
 - a. Federal and state laws
 - b. UConn 4-H Youth, Parent & Volunteer Codes of Conduct
 - c. UConn Minor Protection Guidelines
 - d. [The 4-H Thriving Model](#)
 - e. State 4-H Policies & Fact Sheets
 - f. County 4-H Policies & Fact Sheets
 - g. 4-H Club, County, or State Council Constitution and By-Laws
 - h. Program Publications, Rules & Regulations
 - i. Risk Management Guidelines for UConn Extension Employees and Volunteers
5. The Concern Resolution procedure is complete once the written response and resolution has been provided to the concerned party. The decision-making authority must maintain a copy of all applicable materials for five years following the concerned party's participation end date.
6. Concerned parties do not have the right to appeal a resolution for any reason other than a concern about discrimination on the basis of a protected class identified by the University of Connecticut for students, employees, and visitors or retaliation for protected activities.

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