

## **JOURNEYMAN FARMER CERTIFICATE PROGRAM GRIEVANCE POLICY**

**THIS DOCUMENT IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS OR AFFECT JFCP'S RIGHTS UNDER FARM LEASES OR RELATED POLICIES. JFCP RESERVES THE RIGHT TO CHANGE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART, AT ANY TIME WITHOUT NOTICE.**

### **Section 1. General**

**1.1 Policy.** The Journeyman Farmer Certificate Program ("JFCP") aims to resolve problems and complaints in a prompt, orderly, and fair manner. To that end, this grievance policy establishes a series of steps, beginning with attempts to address problems as close to the source as possible and then involving higher levels of authority, including the JFCP directors, as necessary. This policy is designed to supplement—not to replace—other routine and informal methods of responding to problems and complaints.

### **Section 2. Scope**

**2.1 Individuals Covered.** This policy applies to any person currently enrolled in a JFCP program (a "Participant").

**2.2 Applicability.** This policy applies only to complaints concerning a decision or action, made by a person or group of persons acting in an official capacity on behalf of JFCP, that directly affects the Participant as an individual in her or his capacity as a Participant (a "Problem"). Problems do not include complaints about a JFCP policy of general applicability or an action taken by JFCP to enforce its rights under the *Hands On Module Overview*.

### **Section 3. Procedure**

**3.1 Step 1: Informal Resolution.** JFCP encourages the use of informal methods to resolve Problems as early as possible. A Participant will begin the process as follows:

(a) Within 10 days after the Problem arises, the Participant will speak directly with the Farm Manager. If the Participant believes that the Farm Manager will be unable to make an unbiased decision, the Participant may instead speak directly with the JFCP Project Director.

(b) The Farm Manager or Project Director will consider the Problem. Within 10 days after discussing the Problem with the Participant, the manager or director will make a decision.

**3.2 Step 2: Executive Director Review.** A Participant who is unhappy with the resolution of the Problem under Step 1 may proceed under Step 2 as follows:

(a) Within 15 days after the Participant received a decision under Step 1, the Participant will file a written complaint with JFCP's Executive Director.

(b) In the written complaint, the Participant must specify the following:

☐ the name and contact information of the Participant;

☐ the names and titles of all JFCP staff members responsible for the decision giving rise to the Problem;

☐ the subject matter of and facts surrounding the problem;

- ☐the outcome of Step 1;
- ☐a description of the efforts taken under Step 1 to resolve the matter informally;
- ☐the reasons the Participant is unhappy with the outcome of Step 1; and
- ☐the outcome wanted by the Participant.

In order to help meet these requirements, the Participant is encouraged to use the "Complaint Form" attached to this document.

(c) The Executive Director will consider the Problem. She or he may consult with other people and seek their input and recommendations. She or he may also send the Problem back to a lower administrative level (including the original decision maker under Step 1) for further consideration. The Executive Director will make a decision and notify the Participant of that decision in writing within 15 days after the filing of the written complaint.

(d) The Executive Director's determination of the facts will be final.

### **Section 3. Other Provisions**

**3.1 Confidentiality.** A Participant's use of or participation in the grievance policy will be kept confidential, except as appropriate to resolve the Problem. The Farm Manager may notify the Project Director of the Problem during Step 1.

**3.2 Relationship to JFCP Hands-On Module Overview.** Nothing in this grievance policy limits, qualifies, or otherwise affects JFCP's rights or Participant's obligations under the JFCP Hands-On Module Overview or any other policies issues by JFCP. Should there be any ambiguity or conflict between the JFCP **Hands-On Module Overview** and this grievance policy, the JFCP **Hands-On Module Overview** will control.

**3.3 Translations Not Binding.** JFCP may provide Participants with a Spanish translation of this document and related summaries or other explanatory materials. JFCP does so as a convenience for Participants. Should there be any ambiguity or conflict between the English and Spanish language versions of these documents, the English language versions will control. They, not the Spanish translations, are the official, legally-binding documents.

\* \* \* \* \*

**COMPLAINT FORM  
(CONFIDENTIAL)**

**Participant's Information**

Name:

Status in JFCP Program(s):

Address:

Telephone #:

E-mail:

**Nature of Grievance**

Names and titles of any JFCP staff members responsible for the decision or action giving rise to the problem:

Please describe the nature of the problem, stating all facts, including the time and place of the incident, the names of persons involved, etc. (Use the back of this form if more room is needed)

Outcome sought (Use the back of this form if more room is needed):

**Resolution Process**

Please describe any informal actions taken under Step 1 of this grievance policy to resolve this matter, the outcome of that process, and why you are unhappy with that decision. (Use the back of this form if more room is needed)

**Other**

Please attach any other information or evidence that you would like the decision maker to consider when responding to this problem.

I attest that the above is true and correct to the best of my knowledge.

\_\_\_\_\_  
Date Submitted

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name