

**4p. Grievance Procedure**

Programs must develop an internal grievance procedure that conforms with the requirements set forth in 42 U.S.C. §12636 and 45 CFR §2540.230. The Member Service Agreement must include the internal grievance procedure developed by the subgrantee and approved by Nevada Volunteers during the pre-award grant process. Programs must maintain documentation of grievances filed and the program's response.