In any dispute between a volunteer and the VRP, the volunteer may request dispute resolution.

- The volunteer and the VRP shall seek in good faith to resolve the dispute informally.

- If the dispute cannot be resolved informally after 30 days:
  1. The volunteer submits a written statement describing the dispute and the volunteer’s proposed resolution.
     - Submit to the VRP within 30 days.
  2. The VRP will review the volunteer’s statement and propose a resolution in writing.
     - Deliver to the volunteer within 45 days of receipt of volunteer’s statement.
  3. The volunteer may submit a written request for a decision on the dispute by the ADEQ director.
  4. The ADEQ director will review the volunteer’s statement and the VRP’s response, then make a resolution selection.
     - Written explanation provided to the VRP and the volunteer within 20 days of receipt of volunteer’s review request.

- Deadlines may be extended by agreement of the parties.