

## **Independence Health System Psychology Internship Grievance Procedures**

**Grievance Procedures** are implemented in situations in which a psychology intern raises a concern about a supervisor or other faculty member, trainee, or any aspect of the internship training program. Interns who pursue grievances in good faith will not experience any adverse professional consequences. For situations in which an intern raises a grievance about a supervisor, staff member, trainee, or the internship program:

### **Informal Review**

First, the intern should raise the issue as soon as feasible with the involved supervisor, staff member, other trainee, or the TD in an effort to resolve the problem informally.

### **Formal Review**

If the matter cannot be satisfactorily resolved using informal means, the intern may submit a formal grievance in writing to the TD. If the TD is the object of the grievance, the grievance should be submitted to the Family Medicine Residency Program Director/Designated Institutional Official. The individual being grieved will be asked to submit a response in writing. The TD (or Family Medicine Program Director/Designated Institutional Official, if appropriate) will meet with the intern and the individual being grieved within 10 working days. In some cases, the TD (or Family Medicine Residency Program Director/Institutional Official) may wish to meet with the intern and the individual being grieved separately first. In cases where the intern is submitting a grievance related to some aspect of the training program rather than an individual (e.g. issues with policies, curriculum, etc.) the TD and Family Medicine Residency Program Director/Designated Institutional Official will meet with the intern jointly. The goal of the joint meeting is to develop a plan of action to resolve the matter. The plan of action will include:

- o the behavior/issue associated with the grievance;
- o the specific steps to rectify the problem; and,
- o procedures designed to ascertain whether the problem has been appropriately rectified.

The TD or Family Medicine Residency Program Director/Designated Institutional Official will document the process and outcome of the meeting. The intern and the individual being grieved, if applicable, will be asked to report back to the TD or other Family Medicine Residency Program Director/Designated Institutional Official in writing within 10 working days regarding whether the issue has been adequately resolved.

If the plan of action fails, the TD or Family Medicine Residency Program Director/Designated Institutional Official will convene a review panel consisting of the TD and at least two other members of the training faculty within 10 working days. The intern may request a specific member of the training faculty to serve on the review panel. The review panel will review all written materials and have an opportunity to interview the parties involved or any other

individuals with relevant information. The review panel has final discretion regarding the outcome.

If the review panel determines that a grievance against a staff member cannot be resolved internally or is not appropriate to be resolved internally, then the issue will be turned over to the Human Resources in order to initiate the agency's due process procedures.