

## Grievance Policy

Occasionally, conflicts or concerns may arise in the workplace that require resolution. All staff, including interns, are encouraged to first address issues through informal means and to seek consultation as appropriate. However, we recognize that not all concerns can be resolved informally. Therefore, a formal grievance process is available.

A **grievance** is defined as a complaint, conflict, or dispute that may involve the training program or individuals associated with it. Interns may raise concerns regarding any component of the program, including training experiences, policies, procedures, evaluations, supervisors, staff, other trainees, or any related matter.

Our grievance process follows the guidelines outlined in the *APA Ethical Principles of Psychologists and Code of Conduct*.

### Relevant Ethical Guidelines

- **Standard 1.04:** Psychologists should make efforts to resolve concerns informally and promptly, which constitutes the initial step of this grievance process—unless the intern feels unsafe or such a resolution would compromise confidentiality.
  - **Standard 1.07:** Grievances must be brought forth in good faith. Interns may rest assured that no negative consequences will result from submitting a grievance in good faith.
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## Steps in the Grievance Resolution Process

### Step 1: Informal Resolution

Interns are encouraged to first discuss the concern directly with the individual(s) involved. They may also consult informally with their primary supervisor and/or the Internship Training Director.

### Step 2: Formal Grievance Submission

If informal resolution is not feasible or the intern does not feel safe pursuing it, a formal grievance may be submitted in writing to the Internship Training Director. If the concern involves the Internship Training Director, the grievance should be submitted to the Family Medicine (FM) Residency Program Director.

The formal grievance letter should include:

- Date of grievance
- Intern's name

- Names of involved parties (e.g., supervisor, Training Director)
- Detailed description of the grievance (including dates, individuals involved, and specific concerns)
- Description of actions taken by the intern and others involved (if applicable)
- Any relevant supporting information
- Intern's signature and submission date

### **Step 3: Response and Initial Review**

The individual named in the grievance will be asked to submit a written response within **five (5) business days**.

Within **five (5) business days** of receiving this response, the Internship Training Director (or FM Program Director) will convene a meeting with both the intern and the individual named in the grievance to develop a **Plan of Action**.

If deemed appropriate, the Director may choose to meet with the parties separately.

The **Plan of Action** will be documented and signed by all involved parties. It will include:

- The behavior or issue prompting the grievance
- Specific steps for resolution
- Timeline for resolution (if exceeding 10 business days)
- Mechanism to evaluate whether the grievance has been adequately addressed

Interns and involved parties must report back in writing within **10 business days** (or the agreed timeframe) to confirm whether the issue has been resolved.

### **Step 4: Resolution or Review Panel Request**

If the grievance is resolved, a **Letter of Resolution** will be signed by the Internship Training Director, FM Program Director, the intern, and other relevant parties. All records will be filed appropriately.

If the intern remains unsatisfied with the outcome, they may request a **Review Panel** within **10 business days** (or the timeline noted in the Plan of Action).

- If the grievance involves the Training Director, the request should be submitted to the FM Program Director.

- If the grievance involves the FM Program Director, the Training Director will appoint the panel.

#### **Step 5: Review Panel Proceedings**

The Review Panel will be composed of the FM Program Director and two licensed staff members not involved in the grievance. A Chair will be appointed by the FM Program Director.

Within **five (5) business days**, the Review Panel will:

- Review all grievance-related materials
- Request additional information or interviews as needed
- Submit a written report with recommendations to the FM Program Director within **three (3) business days** of completing the review

Decisions will be made by majority vote if consensus cannot be reached. The Panel may consult with Human Resources or the Title IX Coordinator if applicable.

Within **three (3) business days** of receiving the report, the FM Program Director will review the recommendations and communicate any decisions or actions to the intern, involved parties, and, if appropriate, the intern's Academic Training Director.

#### **Step 6: Escalation to Employer Agency**

If the issue remains unresolved, the matter will be referred to the employer agency to proceed with the due process and grievance procedures outlined in the intern's employment contract.

All documentation related to the grievance will be securely maintained in accordance with APA requirements and stored in the Independence Health System Internship records.