



## **GRIEVANCE POLICY AND PROCEDURES**

### **Grievance Submission and Resolution Process**

These guidelines are intended to provide the psychology intern with a means to resolve perceived conflicts. 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**

The grieved individual should raise the issue with the involved supervisor, staff member, or other trainee. If this level of intervention is unsatisfactory, the grieved individual should then seek support from the Program Director (PD), Assistant Program Director or an appropriate faculty member in an effort to informally resolve the problem. The PD or appropriate faculty member will intervene in an informal manner attempting to resolve the grievance. If this grievance is not resolved through the informal process, the PD or appropriate faculty member will initiate the formal review process, if appropriate. This decision to move into a formal review process will be made in collaboration with the grieved individual. Based on the nature of the grievance, faculty may initiate the formal review process in situations related to ethical, legal, and risk management violation.

If the grievance relates to interpersonal conflicts and/or is assessed by faculty to impact the learning environment, the ID-PIC Training Committee will determine the appropriate approach, including but not limited to, conflict resolution, mediation, or other appropriate form of resolution. The PD will document the process and outcome of the informal review.

#### **Formal Review**

If the matter cannot be satisfactorily resolved using informal means, the following will happen:

- a. A formal grievance in writing will be submitted by the grieved individual to the PD. The PD will assign two Chairs to the ID-PIC Grievance Committee to investigate the grievance.
- b. The Chairs will review the grievance, speak with the relevant parties involved and gather the additional information as needed.
- c. The Chairs will take relevant findings to the ID-PIC Training Committee to discuss and develop a plan of action to resolve the grievance. The plan of action will be put in writing and communicated with all relevant individuals.
- d. The plan of action will be implemented by those involved. The Chairs will monitor the progress of the plan.



e. If the plan of action resolves the grievance, a letter of resolution will be drafted, approved by the ID-PIC Training Committee, and the grievance will be closed. All relevant documents will be kept on files.

f. If the plan of action fails and the individual who has the grievance filed against them is an intern, ID-PIC due process will be initiated, by consensus of the ID-PIC Training Committee.

g. If grievance is against ID-PIC faculty and/or supervisors, ID-PIC will follow the process outlined above. If the issue is not resolved it will be turned over to the employer agency in order to initiate the due process procedures outlined in the employment contract.

h. If the grievance is against non-ID-PIC professionals and the ID-PIC Training Committee determines the grievance has merit, the issue will be turned over to the employer agency in order to initiate the grievance/due process procedures outlined by the employer.

### **Timeline of Response**

The grievance resolution process contains many steps. ID-PIC faculty will make every effort to address grievances in a timely manner. Each phase of correspondence/communication may take up to 10 business days.

### **Use of Videoconference**

Videoconferencing may be utilized for situations that require the meetings of interns and training staff who are in geographically different areas of Idaho.

Reviewed/revised and approved by ID-PIC Faculty on 01/31/2019.