

## Grievance Procedure Policy

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, the following procedures will be followed:

### Informal Review

First, the intern will raise the issue as soon as feasible with the involved supervisor, staff member, other trainee, or Training Directors to informally resolve the problem.

### Formal Review

If the matter cannot be satisfactorily resolved using informal means, the intern may submit a formal grievance in writing to the Training Directors. If the Training Directors are the object of the grievance, the grievance will be submitted to a Site Director. The individual being grieved will be asked to submit a response in writing within 5 working days of receiving the formal grievance.

The Training Director(s) (or Site Director, if appropriate) will meet with the intern and the individual being grieved within 10 working days. In some cases, the Training Director(s) or Site Director may wish to meet with the intern and the individual being grieved separately first. The goal of the joint meeting will be to develop a plan of action to resolve the matter.

The plan of action will include:

- a. the behavior associated with the grievance;
- b. the specific steps to rectify the problem; and,
- c. procedures designed to ascertain whether the problem has been appropriately rectified.

The Training Director(s) or Site Director will document the process and outcome of the meeting. The intern and the individual being grieved will be asked to report back to the Training Director(s) or Site Director in writing within 10 working days regarding whether the issue has been adequately resolved.

In situations where the nature of the grievance constitutes a potential violation of the subject of the grievance's contract with HSC and LCBHS, HSC and LCBHS will be notified in accordance with the policies and procedures of the agency.

If the plan of action fails, the Training Director(s) or Site Director will convene a review panel consisting of him/her/themselves and at least two other members of the Training Committee within 10 working days. The intern may request a specific member of the Training Committee 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 outcome.

If the review panel determines that a grievance against an individual cannot be resolved internally or is not appropriate to be resolved internally, then the issue will be turned over to HSC and/or LCBHS Human Resources of to initiate the due process procedures outlined in his/her/their employment contract.

If the review panel determines that the grievance against the individual does not constitute a violation of his or her employment contract and can potentially be resolved internally, the review panel will develop a second action plan that includes the same components as above. The process and outcome of the panel meeting will be documented by the TDs or Site Director. The intern and the individual being grieved will be asked to report in writing to the TDs or Site Director regarding whether the issue has been adequately resolved within 10 working days. The panel will reconvene within 10 working days of receiving the intern's and individual's report to again review written documentation and determine whether the issue has been adequately resolved. If the issue is not resolved by the second meeting of the panel, the issue will be turned over to HSC and/or LCBHS to initiate the due process procedures outlined in the employment contract.

### **USE OF VIDEOCONFERENCE**

Vide Conferencing will be utilized for situations that require the meetings of interns and training staff who are located in geographically different areas of South Dakota, if needed.

Please sign this acknowledgement page and return to the Training Director(s).

Acknowledgment

I acknowledge that I have received and reviewed the Grievance Procedures of the South Dakota Psychology Internship Consortium. I agree to abide by the procedures outlined in this document. I have been provided with a copy of the document to keep in my files.

I have been provided with a copy of this document to keep in my files of the South Dakota Psychology Internship Consortium.

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Signature

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Print Name

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Date