



## Guam-PIC Policy 1.6: Intern Grievance Procedure

### **Grievances by Interns**

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, intern, trainee, or any aspect of the internship program, the following steps will be taken:

### **Informal Review**

1. First, the intern should raise the issue as soon as feasible with the involved supervisor, staff member, other trainee, or Program Director in an effort to informally resolve the problem.
2. If the issue cannot be resolved with the involved party or if the intern does not feel comfortable raising the issue directly with the involved party due to a real or perceived power differential, safety fears, or fear of retribution, the intern should raise the issue informally with another faculty member or the Program Director if they have not done so in the first step. The Program Director (or other member of the Training Committee if the grievance is directed toward the Program Director) will meet with the intern to attempt to develop a strategy for resolution, including meeting with the subject of the grievance and/or the supervisor of the subject of the grievance together with the intern, separately, or in any combination thereof.

### **Formal Review**

If the matter cannot be satisfactorily resolved using informal means, the intern may submit a formal grievance in writing to the Program Director. If the Program Director is the object of the grievance, the grievance should be submitted to another supervisor on the Training Committee (TC). The individual being grieved will be asked to submit a response in writing. The Program Director (or TC member, if applicable) will meet with the intern and the individual being grieved within 10 working days. In some cases, the Program Director (or TC member) 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) a description of the behavior or circumstances associated with the grievance, b) the specific steps to rectify the problem, c) and procedures and a timeline designed to ascertain whether the problem has been appropriately rectified. The Program Director or TC member will document the process and outcome of the meeting. The intern and the individual being grieved will be asked to report back to the Program Director or TC member in writing within 10 working days regarding whether the issue has been adequately resolved.

If the plan of action fails, the Program Director or TC member will convene a review panel consisting of themselves and at least one other member of the Training Committee and one agency administrator within 10 working days. The intern may request a specific member of the Training Committee or agency administrator 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 a staff member or intern cannot be resolved internally or is not appropriate to be resolved internally, then the issue will be turned over to the employer agency to initiate the due process procedures outlined in the employment contract. If the review panel determines that the grievance against the staff member or intern 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 Program Director or TC member. The intern and the individual being grieved will again be asked to report back in writing regarding whether the issue has been adequately resolved within 10 working days. The panel will reconvene within 10 working days 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 or deemed inappropriate to be resolved at the internship level, the issue will be turned over to the employer agency to initiate the due process procedures outlined in the employment contract.

**Use of Videoconference**

Videoconferencing will be utilized for situations that require the meetings of interns and training staff located in geographically different areas of Guam. Please sign this acknowledgement page and return to the Program Director.