

CARNEGIE MELLON UNIVERSITY
COUNSELING AND PSYCHOLOGICAL SERVICES

GRIEVANCE PROCEDURE FOR INTERNS

It is the hope of those associated with the internship program that this year will be a valuable experience in your clinical training, and also that your interactions with other trainees and staff will be profitable and pleasant.

We do, however, recognize that under various circumstances a conflict, difference of opinion, or differing interpretations can lead to a problem situation which will need to be resolved. The following steps provide a means for you to proceed if such a situation should arise during your internship year. You will notice these steps are consistent with those recommended by the APA for approaching a fellow professional with a concern about the ethics of his/her practice.

- A. The intern is encouraged to initiate discussion with the supervisor/staff member in question in order to clarify the nature of the intern's grievance and to seek resolution via an "informal" verbal review.
- B. If satisfactory resolution is not achieved, the intern should submit a written request for a meeting with the Assistant Director of Training and Administration to review verbally the nature of the complaint as well as any attempted resolutions. The meeting will take place within 14 working days. At the meeting the Assistant Director of Training and Administration will offer suggestions for alternate resolutions if appropriate. If the intern finds the suggestions acceptable he/she may attempt to enact them and apprise the Assistant Director of Training and Administration of the outcome. Within 5 business days, the Assistant Director of Training and Administration will provide the trainee with a summary of the meeting including next steps toward resolution.
- C. If resolution is not accomplished in Step B, the intern should outline, in written form, the nature of the grievance and briefly describe resolutions attempted thus far. The outline should be submitted to the Assistant Director of Training and Administration who will review it and then meet with the supervisor/staff member to obtain relevant background information and the staff person's impressions as to feasible resolutions. Within 14 working days, the Assistant Director of Training and Administration will then arrange a meeting for the Assistant Director of Training and Administration, intern and supervisor/staff member to facilitate discussion and a problem-solving approach toward resolution of the case. At this point the Assistant Director of Training and Administration will also consult with the Executive Director.
- D. The problem-resolution meeting will conclude with determination of a time frame during which to carry out steps toward resolution, as well as a follow-up meeting time to review the outcome. The Assistant Director of Training and Administration is responsible for ensuring the suitability and stability of that outcome.
- E. If the Assistant Director of Training and Administration is the "supervisor/staff member" in question then the intern should follow Step A and the Executive Director of the Counseling Center will replace the Assistant Director of Training and Administration role in Steps B through D.
- F. If, after exhausting all aforementioned steps, the intern is still not satisfied with the resolution, they have 14 working days to appeal by submitting a written request for a meeting with the Executive Director of the Counseling Center, Assistant Director of Training and Administration, and/or Assistant Training Coordinator, unless the Executive Director of the Counseling Center is part of the grievance at which time they may request a meeting with the Assistant Vice President of Health and Wellbeing and Assistant Director of Training and Administration and/or Assistant Training Coordinator outlining the steps that have been taken thus far and the reason for the appeal. The meeting with the Executive Director of the Counseling Center and Assistant Director of Training and Administration and/or Assistant Training Coordinator or the Assistant Vice President of Health and Wellbeing and the Assistant Director of Training and Administration and/or Assistant Training Coordinator will take place within 14 working days of the request. The Executive Director of the Counseling Center and/or the Assistant Vice President of Health and Wellbeing in conjunction with the Human Resources Department has final discretion regarding the outcome. The final determination will be communicated to the intern within 14 working days of the appeal meeting.