
GRIEVANCE POLICY AND PROCEDURES

GRIEVANCE SUBMISSION AND RESOLUTION PROCESS

These guidelines are intended to provide the doctoral 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 Training Director (TD) or, in the case of a conflict of interest, another faculty member in an effort to informally resolve the problem. The TD or faculty member will intervene in an informal manner attempting to resolve the grievance.

If this grievance is not resolved through the informal process, the TD or faculty member will initiate the formal review process. 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, AK-PIC Training Committee will determine the appropriate approach, including but not limited to, conflict resolution, mediation, or other appropriate form of resolution. The TD 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 TD or designated faculty. TD will assign two Chairs to the AK-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 AK-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.

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

If the matter cannot be satisfactorily resolved through the formal plan of action, the following will happen:

- F. If the individual who has the grievance filed against them is an intern, AK-PIC due process will be initiated, by consensus of the AK-PIC Training Committee.
- G. If the grievance is against AK-PIC faculty and/or supervisors, AK-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-AK-PIC professionals and the AK-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. AK-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 located in geographically different areas of Alaska.

Reviewed & Approved by AK-PIC Faculty on 5/03/2024