

## Grievance Policy

### **Purpose**

The purpose of the Grievance Policy is to provide a prompt and efficient collegial method for the formal review and resolution of grievances filed by a doctoral intern (Intern).

### **Scope**

Interns may file grievances regarding any element of the training program (e.g. complaints about evaluations, supervision, stipends/salary, harassment, hours, working conditions, etc.). Retaliation against an employee who files a complaint under this policy is strictly forbidden.

The doctoral internship program follows the “Non-Faculty Employee Complaint Procedures” (HSC OP: 70.10). Notably, “immediate supervisor” is the Training Director, “second level supervisor” is the Psychiatry Department Chair, and “employee” is the Intern. See detailed Grievance/Complaint Procedures here:

<https://www.ttuhsu.edu/administration/documents/ops/op70/op7010.pdf>.

As noted in the operating procedure, TTUHSC reserves the right to interpret, change, modify, amend, or rescind this policy, in whole or in part, at any time without notice or consent of its employees.

### **1. Verbal Discussion.**

- Except in the case of harassment, a Intern should attempt to resolve the issue by first meeting with the individual(s) involved and discussing the specific incident or clearly defined matter within 5 calendar days of the incident’s occurrence.
- For complaints based on harassment, or another continuing series of less clearly defined matter, a Intern should bring any work-related problems to the attention of their Training Director within a reasonable time.
- Interns are encouraged to speak with their Training Director first, but when problems arise with their direct supervisor, Interns are permitted to speak with department leadership without retaliation.
- Each Training Director and Intern should attempt to resolve on-the-job complaints in an atmosphere of mutual respect in an effort to resolve the problem.

### **2. Written Complaint.**

- If action is not taken by the Training Director to resolve the problem, or if the Intern is not satisfied with the Training Director’s response, the Intern should formally submit an *Employee Complaint Statement* to the Intern's Training Director and Human Resources within 10 business days after the Training Director’s initial response to the employee’s verbal discussion.
- The Employee Complaint Statement is located on the Human Resources website or at the following link:  
[https://hscweb.ttuhsu.edu/humanresources/documents/OP7010\\_Complaint\\_Form.pdf](https://hscweb.ttuhsu.edu/humanresources/documents/OP7010_Complaint_Form.pdf)
- The Training Director has 10 business days to respond, in writing, to the Intern’s complaint. A copy of the response shall be sent to Human Resources.

### **3. Written Complaint to the Psychiatry Department Chair.**

- If no resolution is reached with the Training Director, the Intern may appeal the Training

Director's decision to the Psychiatry Department Chair by submitting the *Employee Complaint Statement* and Training Director's response, if any, to the Psychiatry Department Chair and to Human Resources.

- The written complaint must be filed with the Psychiatry Department Chair within 10 business days from the time the Intern receives the written response from the Training Director.
- The Psychiatry Department Chair will investigate the complaint, attempt to reconcile differences, and propose a solution. The Psychiatry Department Chair has 10 business days, or to the extension date provided by Human Resources, to communicate its proposed solution(s) in writing, to the complaint. A copy of the response shall be sent to Human Resources and the Training Director.

#### **4. Final Review.**

- If the complaint is against the Psychiatry Department Chair, or if a resolution has not been achieved up to this point, the Intern is to present the complaint and a written request for review in writing within 10 business days to the appropriate Vice President/Dean.
- The Final Review will consist of an examination of the (1) Employee Complaint Statement; (2) Training Director's written response, if any; and (3) Psychiatry Department Chair's written response, if any.
- An independent investigation of the original complaint will not be conducted. This must be done within 10 business days after the second-level supervisor provides a response.
- The responsible administrator shall have 20 business days, or to the extension date provided by Human Resources, to review the complaint and provide a written determination to the Intern. This determination will be final.