

## TRAINING GRIEVANCE PROCEDURES AND APPEALS PROCESS

### 1. Grievance Guidelines – Supervisor/ Trainer

**Goal:** To empower the trainee to effectively address the situation, when possible, through direct communication with the supervisor.

#### Procedure

1. If a supervisee has a problem with his or her supervisor, it is preferable that the trainee first address the problem directly with the supervisor.
2. If the supervisee feels the need for support and guidance, the supervisee can ask a member of the professional committee about how best to address the problem.
3. If the supervisee has spoken to the supervisor and has not seen improvement regarding the problem area, then the supervisee should speak to the training director about the problem (who will then discuss it with the professional committee). If the problem involves the training director, then the supervisee can speak to another member of the professional committee.
4. If the supervisee does not feel safe sharing the concerns on the supervisor evaluation form, then it should be shared in the exit interview conducted by a member of the professional committee at the end of the training period.
5. Yearly interviews will be conducted by the training director to afford an opportunity to express concerns.

### 2. Grievance Guidelines –Staff

**Goal:** To empower the trainee to effectively address the situation, when possible, through direct communication with the staff member.

#### Procedure

1. If a trainee has a problem with a member of the staff, it is preferable that the trainee first address the problem directly with that staff member.
2. If the trainee feels the need for support and guidance, the trainee can speak with his/her supervisor about how best to address the problem. The supervisor can advise the trainee on how to proceed and if necessary will assist the trainee in approaching the staff member directly.

3. If the trainee has not seen improvement regarding the problem area, then the trainee should speak to the training director about the problem (who will then discuss it with the professional committee). If the problem involves the training director, then the student can speak to another member of the professional committee.

4. If the trainee does not see improvement after speaking to the training director, then he/she can go to the chair of the ethics committee, who can take appropriate action to address the trainee's concerns.

### **3. Grievance Procedure**

There are two situations in which grievance procedures can be initiated:

1. In the event a supervisee or trainee encounters any difficulties or problems (e.g. poor supervision, unavailability of supervisor, evaluations perceived as unfair, workload issues, personality conflicts, other staff conflict) during his/her training experiences, a trainee/ supervisee can:
  - a. Discuss the issue with the staff member(s) involved;
  - b. If the issue cannot be resolved informally, the trainee/supervisee should discuss the concerns with the Board or a member of the professional committee;
  - c. If the Board or professional committee member cannot resolve the issue, the trainee/supervisee can formally challenge any action or decision taken by the Board, the supervisor, or any member of the training staff by following this procedure:
    - The trainee/supervisee should file a formal complaint, in writing and all supporting documentation with the Board. If the trainee/supervisee is challenging a formal evaluation, the trainee/supervisee must do so within 5 days of receipt of the evaluation.
    - Within three days of a formal complaint, the Board must consult with the Training Director and implement Review Panel procedures as described below.
2. If the training staff member has a specific concern about a trainee/supervisee, the staff member should:
  - a. Discuss the issue with the trainee/supervisee involved;
  - b. Consult with the Board;
  - c. If the issue is not resolved informally, the staff member may seek resolution of the concern by written request, with all supporting documents, to the Board for a review of the situation. When this occurs, the Board will consult with the Training Director within three days and implement Review Panel procedures as described below.

#### **4. Review Panel and Process**

When needed, a review panel will be convened by the Director. The panel will consist of three staff members selected by the Director with recommendations from the Board and the trainee/supervisee involved in the dispute. The trainee/supervisee has the right to hear all facts with the opportunity to dispute or explain the behavior of concern.

Within five (5) workdays, a hearing will be conducted in which the challenge is heard and relevant material presented. Within three (3) workdays of the completion of the review, the Review Panel submits a written report to the Director, including any recommendations for further action. Recommendations made by the Review Panel will be made by majority vote.

Within three (3) workdays of receipt of the recommendation, the Director will either accept or reject the Review Panel's recommendations. If the Director rejects the panel's recommendations, due to an incomplete or inadequate evaluation of the dispute, the Director may refer the matter back to the Review Panel for further deliberation and revised recommendations or may make a final decision.

If referred back to the panel, they will report back to the Director within five (5) workdays of the receipt of the Director's request of further deliberation. The Director then makes a final decision regarding what action is to be taken.

The Board informs the trainee/supervisee, staff members involved, and if necessary, members of the training staff of the decision and any action taken or to be taken.

If the trainee/supervisee disputes the Director's final decision, the trainee/supervisee may contact the Romanian Psychotherapy Federation or the Romanian College of Psychologists. In addition, if the Director is the object of the grievance, the trainee/supervisee may appeal directly to the Romanian Psychotherapy Federation or the Romanian College of Psychologists