



YALE SCHOOL OF MEDICINE

Department of Psychiatry / Psychology Section

Doctoral Internship Policies & Procedures

Grievance & Due Process Policy

Revised 03-14-16

1. **Right to Address Dissatisfactions:** Doctoral fellows can during the course of the internship become dissatisfied with some aspect of their experience. The fellows are entitled to clear and easily accessible mechanisms to address these issues and will be educated about these mechanisms during the orientation of new fellows at the beginning of the training year. Fellows may use the procedures outlined in this policy without fear of reprisal or prejudice. If a fellow feels that he/she has been retaliated against as a result of raising a concern or pursuing a grievance, a separate claim of retaliation may be pursued through this process.
2. **Expressing a “Concern”:** Fellows may express a “concern” about some aspect the internship experience. A concern shall be considered an informal expression of dissatisfaction communicated verbally communicated or by email. The internship program encourages, but does not require, fellows to address dissatisfactions in this informal manner soon after the dissatisfaction arises so that members of the faculty can work proactively with the fellow to review and, if indicated, address the issue.
3. **Levels of Redress:** Fellows may express concerns to a range of faculty members. As general guidance, fellows are strongly encouraged, though not required, to first address the concern with the faculty member most immediately involved in the issue and then work through the organizational ladder in the training program, which is as follows:
 - a. Supervisor
 - b. Advisor
 - c. Chief of Psychology in the facility
 - d. Director of Clinical Training
4. **Filing a “Grievance”:** Whether or not they have made an expression of “concern”, all fellows may at any time file a formal “grievance”. A grievance is a written statement of complaint and request for redress. With respect to APA/CoA accreditation requirements, this internship program considers the terms “grievance” and “complaint” synonymous.
5. **Elements of a Grievance:** A written grievance must contain the following information:
 - a. Date of submission
 - b. Clear statement that the communication is a grievance
 - c. Clear statement of the complaint
 - d. Clear statement of the redress or remedy requested
 - e. Previous actions taken to address the complaint
 - f. Handwritten or electronic signature of the fellow
6. **Initial Processing of a Grievance:**
 - a. Grievances related to the facility or placement should be submitted to the Chief of Psychology of the facility, with copies sent to the Director of Clinical Training and the fellow’s Primary Advisor.

- b. The responsibilities of the Chief of Psychology are to: (1) acknowledge to the fellow receipt of the grievance within two working days; (2) take immediate action if there are allegations of abuse, harassment or other urgent issues; (3) meet with the fellow within five working days to gather additional information about the dissatisfactions; and (4) provide to the fellow a written response to the grievance within 15 working days of its receipt, with copies to the Director of Clinical Training and the Primary Advisor.
- c. Grievances of issues that are not specific to the facility or placement should be submitted to the Director of Clinical Training, with copies to the Chief of Psychology at the facility and the Primary Advisor. The Director of Clinical Training will respond with the same actions and timelines outlined immediately above, copying the Chief of Psychology and Primary Advisor on the written response to the grievance.

7. Appeal of a Grievance:

- a. If the fellow is dissatisfied with a response provided by the Chief of Psychology, he or she may file a written appeal with the Director of Clinical Training, stating clearly the reason for the appeal and the requested redress. The responsibilities of the Director of Clinical Training in this situation are to: (1) acknowledge to the fellow receipt of the grievance within two working days; (2) meet with the fellow within five working days to gather additional information about the appeal; and (3) provide the fellow with a written response to the grievance within 15 working days of its receipt, with copies to the Chief of Psychology of the facility and the Primary Advisor.
- b. If the fellow is dissatisfied with the response provided by the Director of Clinical Training, either to a review of an initial response by the Chief of Psychology of the facility or to a review conducted by the Director of Clinical Training, the fellow may submit in writing a request to the Director of Clinical Training for appeal to an ad hoc Grievance Committee. In response to such a request the following will occur: (1) acknowledgement to the fellow of the request within two working days; (2) designation within five working days of an ad hoc faculty Grievance Committee of three members previously uninvolved in matters related to the grievance, with notice to the fellow of its membership; (3) convening of the committee within 15 working days of receipt of the request for appeal and arranging for the fellow to meet with the committee; and (4) issuance by the committee of its report and decision within 30 working days of receipt of the request for appeal, with copies to the fellow, Director of Clinical Training, Chief Psychologist at the facility, and Primary Advisor. Should the fellow object to the membership of the ad hoc committee he or she must file with the Director of Clinical Training in writing the nature of the objection within two working days of receipt of notification of the membership. If the grievance involves a specific faculty member that individual may not serve on the Grievance Committee.
- c. Decisions made by supervisors regarding professional assessments and judgments, such as performance evaluations, are not subject to review under this procedure by the ad hoc committee unless it is alleged that the professional assessment or judgment resulted from unlawful discrimination. In reviewing a complaint of discrimination, the ad hoc committee may have to inquire into the process by which professional judgments were made, but the grievance committee may not substitute its judgment for that of the supervisor.
- d. If the fellow remains dissatisfied with the decision of the committee, he or she may appeal the decision in writing to the Deputy Dean for Education of the Yale School of Medicine who shall employ the resources and procedures within the Medical School to review the complaint and render a decision (<http://www.yale.edu/equalopportunity/complaint/dean-student.html>).

- 8. Modification of Timelines:** If the School of Medicine is in recess during a grievance process, or in instances where additional time may be required because of the complexity of the grievance or

unavailability of the parties or witnesses, any of the time periods specified herein may be extended by the Director of Clinical Training with written notice to the fellow, Chief of Psychology at the facility, and Primary Advisor.