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Owner Jennifer Lee:  
Director  
Area Medical  
Education  
Applicability Gundersen

## APPIC Doctoral Psychology Internship Grievance Procedures Policy

### References

Association of Psychology Postdoctoral and Internship Centers (APPIC)

### Applicable To

All Psychology Doctoral interns of Gundersen Lutheran Administrative Services, Inc., independently and as agent for Gundersen Lutheran Medical Center, Inc., Gundersen Clinic, Ltd., Gundersen Lutheran Medical Foundation, Inc., Memorial Hospital of Boscobel Inc., Tri-County Memorial Hospital Inc., St. Joseph's Health Services Inc., Palmer Lutheran Health Center, Moundview Memorial Hospital & Clinics, Inc., and Saint Elizabeth's Hospital of Wabasha, Inc. (hereinafter referred to collectively as "Gundersen").

### Purpose Statement

This policy covers all intern complaints and grievances except those arising from or relating to suspensions, terminations, and other corrective actions referred to in the Gundersen's Policy on Internship Due Process.

### Definitions

"Co-Director" means the Training Program Co-Directors of the Internship training program or an authorized representative thereof.

"VP" means Vice President of Medical Education.

"HR Partner" means Human Resource Partner.

# Implementation

**PROCEDURE FOR GRIEVANCES:** Interns with complaints and grievances about Gundersen's Internship Medical Education Program are encouraged to resolve them pursuant to the following three-step process.

- A. **A. Informal Resolution: Psychology Doctoral Internship Program Co-Directors.** To the maximum extent possible, interns are encouraged to resolve complaints and grievances through informal discussions with their Program Co-Director(s) and/or the specific supervisor. Based upon past experience, Gundersen has found that most such concerns can be addressed fairly and expeditiously at this level, without need for further involvement by the VP of Medical Education or the HR Partner. The Program Director may involve the training program's supervisors in hearing the trainee's complaints and in making efforts to resolve the issue(s) prior to involving the Vice President of Medical Education.
- B. **B. Informal Review: VP of Medical Education.** If an intern's complaint or grievance cannot be resolved to intern's satisfaction through informal discussions with the Program Co-Director(s), or if the complaint or grievance involves issues that cannot be resolved at that level, the intern should contact the Vice President of Medical Education. The VP of Medical Education will make every effort to fairly resolve the problem to the satisfaction of the intern and, where appropriate, the Program Co-Director(s). If the VP of Medical Education is unable to resolve the matter, the Co-Director or the Co-Director's designee will refer the matter to the HR Partner under subparagraph C.
- C. **HR Process.**
  1. **Grievance Committee.** The committee shall be comprised of the following persons or their designees: the Vice President of Medical Education, Program Director from a different student program, and HR Partner. The VP of Medical Education shall serve as Chair of the Grievance Committee.
  2. **Grievance Procedure.** Subject to the following conditions, the hearing shall be conducted informally in accordance with procedures determined by the Chair of the Grievance Committee:
    - a. The Grievance Committee shall not be bound by common law or statutory rules of evidence. The Chair of the Grievance Committee may admit testimony and evidence having reasonably probative value, and may exclude immaterial, irrelevant, or unduly repetitious testimony.
    - b. An intern will be afforded an opportunity to present oral and written evidence, and to question witnesses.
    - c. A Program Co-Director(s) or representative of Gundersen will be afforded an opportunity to present oral and written evidence, and to cross-examine the intern and other witnesses.
  3. **Grievance Committee's Decision.** At the conclusion of the hearing, the Grievance Committee will meet in closed session to deliberate upon the evidence, to evaluate the options for resolving the intern's complaint or grievance, and to make a decision. The Grievance Committee's decision shall be final, and shall be communicated orally and in writing to the intern, the Program Co-Director(s), and Gundersen, Inc.

4. **PROCEDURE: APPOINTMENT OF OMBUDSMAN.** An intern who desires adjudication of a complaint or grievance on an anonymous basis without disclosing the intern's identity may elect to do so pursuant to the following procedure:
  - a. **Appointment of Ombudsman.** A request for appointment of an ombudsman may be submitted to the intern's Program Co-Director(s), the VP of Medical Education, or HR Partner of Gundersen, whichever may be appropriate, taking into account the nature and circumstances of the intern's concerns.
  - b. **Confidentiality.** The intern's request for appointment of an Ombudsman shall remain confidential and shall not be disclosed to any person other than the appointed ombudsman. Upon appointment, the ombudsman shall meet with the intern, ascertain the nature of the intern's concerns, and determine whether the ombudsman can adequately advocate the intern's position. Throughout representation of the intern, the ombudsman shall use best efforts to preserve the confidentiality of the intern's identity. If the ombudsman is unable to adequately advocate the intern's position, the intern may request appointment of a replacement ombudsman.
  - c. **Procedures.** Except as otherwise provided herein, the ombudsman shall represent and advocate the intern's interests using the procedure set forth in subparagraph two (2) above.

## Responsibilities

The **Administrative Director of Medical Education** is responsible for the development and oversight of this policy.

## Approval Signatures

Step Description	Approver	Date
Policy Review Committee	Thomas Hodde: HR Program Consultant	7/23/2024
	Jennifer Lee: Director	7/22/2024

## Applicability

Gundersen