

DUE PROCESS

The general meaning of due process is to inform and to provide a framework to respond, act, or dispute. Due process ensures that decisions about trainees are not arbitrary or personally based. It requires that the training program identify specific procedures that are applied to all trainees' complaints, concerns, and appeals. The due process document and guidelines will be discussed in their entirety at the start of the training year.

Consistent with our training philosophy is the continual feedback loop that exists between trainees and senior staff and between all members of our staff. If any staff member or intern has a concern about an aspect of the training program or with another staff member or trainee, the following procedures aim to ensure fair treatment of all parties involved.

Grievance Procedures

A Grievance Procedure is the process used when an intern has a complaint against the training program. This might include concerns about supervision, evaluations, harassment, etc.

In the event a trainee encounters difficulties or problems other than those related to evaluations (i.e., poor supervision, unavailability of supervisor(s), workload issues, interpersonal conflicts, other staff conflicts) during the training year, a trainee should take the following steps:

- **Mediation**

- a. ***Informal Mediation***

Part of professional development includes the appropriate handling of conflicts in interpersonal matters. It is our expectation that interns will initially attempt to resolve disagreements or concerns internally (within the practice), and in an informal manner.

1. When a conflict or dissatisfaction arises for trainees, it is our belief that concerns should be addressed in a professional and straightforward manner with the person concerned.
2. Interns are encouraged to speak with the Director of Training, their primary supervisor, or any other member of the senior staff when concerns arise. If the concern is resolved through consultation or informal mediation, then no further action is taken.

- b. ***Formal Mediation***

When a grievance has not been able to be resolved informally and is regarding a supervisor, another staff, the intern should observe the following procedure for formal mediation:

1. The trainee should discuss the concern with their clinical and/or direct supervisor/AFI who may then consult with other supervisors or staff members.
2. If the issue involves his or her direct supervisor/AFI, the trainee should discuss the concern with Dr. Holland.
3. Dr. Holland may choose to discuss the concern with their University/College field liaison who may, or may not, contact the University/College field or practicum director.
4. If the issues are not resolved, the trainee can file a formal grievance in writing with all supporting documents to Dr. Holland.
5. When Dr. Holland receives a formal grievance, Desert Psychological will implement review procedures within seven working days of receipt and inform the trainee of any action taken.