

Grievance Procedure for Problems Concerning Course and other Academic or Clinical Training

A grievance may be considered if the student has evidence that criteria have not been applied consistently. The informal procedure consists of discussing the problem or concern with the relevant faculty member or supervisor. If the student is not satisfied with the outcome of the discussion with the relevant faculty member or supervisor, the student should:

1. Alert your mentor of the problem or concern, unless the problem is with your mentor.
2. Alert your program co-director of the problem or concern, unless the problem is with your program co-director, in which case you can address the concern with the other co-director.

If the student is not still satisfied with the outcome of the discussion, the student should proceed with step 1. Initiation of step 1 should be as prompt as possible; no more than 10 working days following the problem or concern. The purpose of this section is to provide the student with a clearly defined method of dealing with academic problems and/or concerns after he/she has exhausted the informal procedure described above.

Step 1

A written complaint should be submitted by student to Co- Director of the as promptly as possible, generally within one (1) week of the incident. It is important that the initial contact is made via letter and the student should retain a copy of all correspondence. The letter should contain a clear outline of the history of the problem including a review of the activities undertaken to try to rectify the problem. The Director will meet with the student and others concerned promptly after the receipt of the written statement, and will provide a written decision to the student within one (1) week of this meeting.

Step 2

If the Co-Director's decision does not resolve the problem to the student's satisfaction, the student may direct the problem to the Director of the Institute for the Family, again within one (1) week of receiving the Family Therapy Training Program Co-Director's report. A copy of the original complaint that was given the Family Therapy Training Program Co-Director and the response should be sent to the Institute for the Family Director with comments stating reasons for dissatisfaction. The Director of the Institute for the Family will meet with the student and others concerned and shall notify the student in writing within two (2) weeks of his/her decision. If the Director of the Institute for the Family feels that a longer inquiry is necessary, the Institute for the Family Director must notify the student within two (2) weeks as to when the decision will be made.

Step 3

If the student feels the problem has not been satisfactorily resolved and desires further appeal, he or she may refer the grievance to the Chair's Office, Department of Psychiatry. This should be done within two (2) weeks of receiving the decision of the Director, Institute for the Family. The student will again provide copies of the previous decisions and additional comments to the Chair's Office. The student should add remarks stating why he or she is dissatisfied with the decision. The Chair's Office will convene a meeting with the student, the Institute for the Family and the Training Program Directors, and others deemed appropriate. The Chair's written response will be forwarded to the student.

Step 4

If the student remains dissatisfied, the concern may be referred to the Office of the Senior Associate Dean for Graduate Education (SADGE). Copies of submitted statements, following Step 3, should be forwarded to the Dean within 10 days of receiving the decision from the Chair's Office, Department of Psychiatry. All materials and communications from previous contacts in the procedure should be assembled by the student and forwarded to the SADGE with a cover letter. The cover letter should contain information which describes why the results of the previous steps in this procedure were objectionable and/or unsatisfactory and a statement which explains how the student feels this problem can be solved. The SADGE has three options:

1. To rule that the problem is not grounds for a grievance; this ends the grievance.
2. To rule on the problem. 3. To refer the problem to an ad hoc committee appointed by the SADGE, comprised of three individuals who have not been involved in the procedure thus far. The committee will review all materials and refer their written evaluation to the SADGE who will act on the recommendations. If the student is still dissatisfied with the outcome, he/she should proceed with step 5.

Step 5

The final step in this procedure is to assemble the materials as outlined in the previous step within 10 working days, attach a cover letter (see above) and forward these materials to the Dean of the SMD. The Dean will rule that the problem is not grounds for a grievance or rule on the problem.