

Grievance Procedures for Trainees

Informal Channels

There are numerous ways that a Trainee can provide the program with immediate input or recommendations on an ongoing basis. Some of these are informal channels that exist within the weekly Case Review Team meetings, the General Staff and Process and Problem Solving meetings, along with the Training Committee. Trainees can exert an influence on the administrative decisions and general policy development of the Service. These are briefly described as follows:

Case Review Teams

While this group meets primarily to discuss intakes and ongoing therapy cases, issues concerning the training program, particularly those bearing on service delivery, can be raised by any staff member and informally discussed. If necessary, issues that require additional discussion and possible administrative action can be forwarded to the Supervisors' Group or the Training Committee.

Administrative Meetings

General issues dealing with the service delivery programs or general policy and procedures can be raised directly by Trainees for discussion and possible administrative action in the biweekly General Staff Meeting. While final decisions on issues cannot always be reached in this meeting, they can be placed on the agenda of a future Process and Problem Solving Meeting. Alternatively, the issue can also be referred to an administrative Committee, such as the Training Committee, with a more specific mandate.

Formal Channels

The primary channels for making formal grievances or proposals are through Primary Supervision, the Training Director, and the Supervisors' Group.

Primary Supervisor and the Training Director

The primary supervisor is the system's most immediate resource person for the Trainee. Weekly supervision is a time when suggestions, concerns, or general input regarding any aspect of the traineeship experience can be raised and discussed. For example, the primary supervisor normally should be the first person with whom to discuss possible changes in assignments, supervisors, or college placements. If for any reason this person is not appropriate or readily available for these matters, the Training Director can act as the consultant or general ombudsman for the Trainee.

In the event there is a conflict between the Trainee and Primary Supervisor, the Training Director can be requested by both parties to mediate the dispute. Similarly, in the event that conflicts result in an impasse within the Trainee Support Group, the Training Director, another senior staff member, or an outside consultant can be invited by the Trainees to facilitate a resolution.

Another effective way for Trainees to register a formal complaint or propose a specific change in the training program is to discuss it individually with the Training Director. Then, if necessary, the issue can be formally brought before either the Supervisors' Group or Training Committee.

Supervisors' Group and Training Committee

Issues or problems that deal more directly with the training program should be forwarded to the Supervisors' Group or the Training Committee by way of either the Trainee's Primary Supervisor or Training Director. Frequently these are issues that have been raised initially in other meetings and it was decided that some administrative action was needed. While the Primary Supervisor or Training Director would normally take responsibility for presenting the issue before these groups, there are times when one or more Trainees may wish to present it themselves.

Target timeline for resolution of grievance should be no longer than one month. In case an appeal panel is indicated, resolution is no longer than six weeks.

Trainee Appeal Procedure

In the event a Trainee wishes to formally challenge an evaluation or complaint made against him/her, formal, due-process procedures are available to bring the case before an independent Appeal Panel that is formed by the Training Committee.

In all these cases the Trainee would make the initial request for appeal to the Training Director. The Training Director would subsequently organize and facilitate the deliberations of an Appeal Panel, consisting of three senior staff members selected by the Training Committee. All decisions of the Panel are made by majority vote. The Training Director maintains an impartial, facilitative and non-voting role on the Panel. If the dispute is with the Training Director, the responsibility to facilitate the Panel would be delegated to a staff member mutually agreeable to both parties. After completing the review process, the Panel makes its decision, and, if appropriate, recommends an action to be taken. Then, the decision and recommendation are sent in writing to the Director of CAPS for final approval. If approved, the Trainee and his/her Primary Supervisor are promptly informed of the outcome.