D. UCS Grievance Procedures for Receiving and Responding to Trainee Complaints

1. Policy

To protect the needs and rights of all trainees and staff members/supervisors, a formal complaint procedure has been developed. Giving feedback to staff member/supervisors or the TD is encouraged. Likewise, staff members/supervisors are encouraged to create an environment that facilitates open dialogue and feedback. While it is hoped that any concerns or complaints can be discussed and resolved informally, a formal mechanism is appropriate in light of the power differences between supervisors and trainees.

2. Procedures

If the complaint is related to the outcome of a remediation review, the trainee should utilize the appeal process described in B3d above. Procedures covered in this section may be initiated in the two following situations:

- a trainee has a complaint about a staff member/supervisor regarding a circumstance other than evaluation.
- When a trainee has a complaint concerning another trainee.

a. Complaints Regarding Training Environment

(1) The trainee is encouraged to speak directly with the staff member/supervisor involved for a resolution.

(2) If the situation is not resolved, or if the trainee prefers not to speak directly to the staff member/supervisor, the trainee may discuss the complaint with the TD. If the TD receives a complaint in writing, she MUST review the complaint and determine whether policies in the UI Operations Manual or the UCS Staff Manual have been violated. If the TD receives a verbal complaint, that if verified, would violate UCD or UI policies, the complaint will be investigated. All UI Operations Manual and UCS Staff Manual policies will be followed.

(a) In the case of a complaint concerning a Merit staff member, the TD will consult with the administrative services coordinator (administrative supervisor) prior to developing plan(s) of action.

(3) Complainants will be provided with referral information about the UI Office of the Ombudsperson and the Office of Equal Opportunity and Diversity.

(4) In the event that the complaint is against the TD, the trainee should discuss the complaint with the Director of the University Counseling Service. The Director will implement procedures 1-2 outlined above to resolve the complaint, with the UCS Director replacing the TD or appointing a designee for that role.

(5) In the case of a sexual harassment complaint, the trainee will be referred to The University of Iowa Policy on Sexual Harassment http://www.uiowa.edu/~our/opmanual/ii/04.htm and the policy on Consensual Relationships Involving Students http://www.uiowa.edu/~our/opmanual/ii/05.htm which identifies University resources for advocacy and filing a complaint, including
the Office of Sexual Misconduct. When UCS administrative supervisors become aware of reports of behaviors that violate the UI sexual harassment policy, they are required to file a report with the UI Office of Sexual Misconduct.