

## 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](#).