



THE OHIO STATE UNIVERSITY

Office of Student Life
Counseling and Consultation Service

ccs.osu.edu

Policies Employed to Advise and Assist Trainees in Addressing Grievances

In the event that a trainee has a concern or grievance, a number of options exist for addressing the concern. Below is a detailed process for addressing a concern. If a trainee does not feel the concern has been addressed to their satisfaction following this process, he/she/they are encouraged to contact the Office of Human Resources to discuss any other recourse.

The first source of administrative response is the Director of Training, who will meet with the individual(s) expressing a concern at the earliest opportunity for all, preferably within a one week time period. An informal discussion of the issue(s) will be the first step in a process of working toward a resolution of the issue(s). Depending on the nature of this discussion, a number of next steps can occur, including but not limited to:

- 1) offering support for the trainee to have an informal discussion with the party(ies) involved;
- 2) facilitating a meeting between the trainee and the party(ies) involved;
- 3) making a request to the leadership team of the agency, proposing a change in policy or procedure; and/or
- 4) raising the concern at a Training Committee meeting.

In the event that the Training Director is involved in the trainee's concern, the first source of administrative response is the Director of Counseling and Consultation Service (CCS), who will meet with the individual(s) expressing a concern and follow the same procedure as outlined above.

The above procedure is not intended as an inclusive list of all the possible actions of recourse available to a trainee, but is intended to provide a flexible format to support a trainee to address issues of concern or grievance. If a trainee does not feel comfortable with the above outlined approach, she/he/they may initiate an initial conversation regarding his/her/their concerns with any other senior staff person--possibly his/her/their individual supervisor or a member of the Training Committee or a member of the Leadership team.

If the primary supervisor, Director of Training, or member of the training team cannot resolve the issue, the trainee can formally challenge any action or decision taken by the Director of Training, the supervisor, or any member of the training staff by following this procedure:

1. The trainee should file a formal complaint in writing, including all supporting documents, with the Director of Training. If the trainee is challenging a formal evaluation, the trainee must do so within 5 work days of receipt of the evaluation.

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2. As soon as practical and preferably within 3 working days of a formal complaint, the Director of Training should consult with the Director of CCS or the Director's designee and implement Review Panel procedures as described below.
3. If the formal complaint involves the Director of Training, the Director will appoint someone from the CCS senior staff to fulfill the Director of Training's function with regard to the complaint.

Review Panel and Process

1. When a trainee files a formal complaint, the Director or designee will convene a review panel. The panel will consist of three staff members selected by the Director or designee. The trainee will be granted the opportunity to hear all facts and to dispute or explain the behavior or concern.
2. As soon as is practical, and preferably within ten (10) working days, a hearing will be conducted in which the challenge is heard and relevant material presented. The Review Panel submits its recommendations for further action to the Director. Recommendations made by the Review Panel will be made by majority vote.
3. As soon as is practical, and preferably within five (5) working days of receipt of the recommendation, the Director will either accept or reject the Review Panel's recommendations. If the Review Panel's recommendations are rejected, due to an incomplete or inadequate evaluation of the dispute, the Director may refer the matter back to the Review Panel for further deliberation.
4. If referred back to the Panel, the Panel will report back to the Director within five (5) working days of the receipt of the request for further deliberation. The Director will then make a final decision regarding what action is to be taken.
5. The Director of Training informs the trainee, staff members involved, and, if necessary, members of the training staff of the decision and any action taken or to be taken.
6. If the trainee disputes the Director's final decision, the trainee may contact the Office of Human Resources to discuss any other recourse.

As stated above, this policy statement and procedure was developed to help insure that trainees at CCS are aware of the multiple processes available to them if they have concerns or issues regarding their training experiences and treatment while employed at CCS.

Signature of Trainee /Date

Print Name

Signature of Training Director/Date

Print Name