
Subject	Grievance Procedures
Index Number	N/A
Section	Medical Education
Subsection	General
Category	Departmental
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References

Association of Psychology Postdoctoral and Internship Centers (APPIC)

Applicable To

All Psychology Postdoctoral fellows of Gundersen Lutheran Administrative Services, Inc., independently and as agent for Gundersen Lutheran Medical Center, Inc., Gundersen Clinic, Ltd., Gundersen Lutheran Medical Foundation, Inc., Memorial Hospital of Boscobel Inc., Tri-County Memorial Hospital Inc., St. Joseph's Health Services Inc., Palmer Lutheran Health Center, Moundview Memorial Hospital & Clinics, Inc., and Saint Elizabeth's Hospital of Wabasha, Inc. (hereinafter referred to collectively as "Gundersen").

Detail

This policy covers all Fellow complaints and grievances except those arising from or relating to suspensions, terminations, and other corrective actions referred to in the Gundersen's Policy on Resident and Fellow Disciplinary Process.

Implementation

PROCEDURE FOR GRIEVANCES: Fellows with complaints and grievances about Gundersen's Post Graduate Medical Education Program are encouraged to resolve them pursuant to the following three-step process.

- A. **Informal Resolution: Psychology Postdoctoral Fellowship Program Director.** To the maximum extent possible, Fellows are encouraged to resolve complaints and grievances through informal discussions with their Program Director and/or the specific supervisor. Based upon past experience, Gundersen has found that most such concerns can be addressed fairly and expeditiously at this level, without need for further involvement by the Director of Medical Education or the Hearing Committee. The Program Director may involve the training program's supervisors in hearing the trainee's complaints and in making efforts to resolve the issue(s) prior to involving the Director of Medical Education.

- B. **Informal Review: Director of Medical Education.** If a Fellow's complaint or grievance cannot be resolved to Fellow's satisfaction through informal discussions with the Program Director, or if the complaint or grievance involves issues that cannot be resolved at that level, the Fellow should contact the Director of Medical Education. The Director of Medical Education will make every effort to fairly resolve the problem to the satisfaction

of the Fellow and, where appropriate, the Program Director. If the Director of Medical Education is unable to resolve the matter, the Director or the Director's designee will refer the matter to the Hearing Committee established under subparagraph C.

C. **Formal Hearing Process.**

1. **Hearing Committee.** The Hearing Committee shall be comprised of the following persons or their designees: the Director of Medical Education, Program Director from a different residency/fellowship program, and HR Partner. The Director of Medical Education shall serve as Chair of the Hearing Committee. The General Counsel of Gundersen shall serve as an ex officio member of and legal advisor to the Hearing Committee.
2. **Hearing Procedure.** Subject to the following conditions, the hearing shall be conducted informally in accordance with procedures determined by the Chair of the Hearing Committee:
 - a) The Hearing Committee shall not be bound by common law or statutory rules of evidence. The Chair of the Hearing Committee may admit testimony and evidence having reasonably probative value, and may exclude immaterial, irrelevant or unduly repetitious testimony.
 - b) A Fellow will be afforded an opportunity to present oral and written evidence, and to question witnesses.
 - c) A Program Director or representative of Gundersen will be afforded an opportunity to present oral and written evidence, and to cross-examine the Fellow and other witnesses.
3. **Hearing Committee's Decision.** At the conclusion of the hearing, the Hearing Committee will meet in closed session to deliberate upon the evidence, to evaluate the options for resolving the Fellow's complaint or grievance, and to make a decision. The Hearing Committee's decision shall be final, and shall be communicated orally and in writing to the Fellow, the Program Director, and Gundersen, Inc.
4. **PROCEDURE: APPOINTMENT OF OMBUDSMAN.** A Fellow who desires adjudication of a complaint or grievance on an anonymous basis without disclosing the Fellow's identity may elect to do so pursuant to the following procedure:

- a) **Appointment of Ombudsman.** A request for appointment of an ombudsman may be submitted to the Fellow's Program Director, the Director of Medical Education, or HR Partner of Gundersen, whichever may be appropriate taking into account the nature and circumstances of the Fellow's concerns.

- b) **Confidentiality.** The Fellow's request for appointment of an Ombudsman shall remain confidential and shall not be disclosed to any person other than the appointed ombudsman. Upon appointment, the ombudsman shall meet with the Fellow, ascertain the nature of the Fellow's concerns, and determine whether the ombudsman can adequately advocate the Fellow's position. Throughout representation of the Fellow, the ombudsman shall use best efforts to preserve the confidentiality of the Fellow's identity. If the ombudsman is unable to adequately advocate the Fellow's position, the Fellow may request appointment of a replacement ombudsman.

- c) **Procedures.** Except as otherwise provided herein, the ombudsman shall represent and advocate the Fellow's interests using the procedure set forth in subparagraph 2 above.