

Each resident has the right to due process for making a complaint and/or grievance without fear of reprisal. Deer Oaks is firmly committed to an "open door" policy between management, supervisors and employees, which includes postdoctoral residents. Residents are encouraged to come forward with any comments, suggestions, or complaints at any time. All managers and supervisors are encouraged to allow full dialogue on all work or service-related topics.

Questions about job duties or performance should be directed to the primary supervisor or the Director of Clinical Training. All complaints will be investigated and/or the resident may be directed to the appropriate individual to resolve the issue. No resident will be threatened with discharge or reprisal for registering a complaint and any complaint made will be confidential.

Deer Oaks is an organization with a team orientation, requiring all employees and residents to be direct and open with one another, confronting and resolving conflicts should occur as promptly as possible. However, in the event that a problem cannot be resolved after a good faith attempt, the resident may file an official grievance following the guidelines as established in the Employee Handbook. All residents receive a copy of the Employee Handbook at the beginning of their employment or the beginning of their postdoctoral residency year and must acknowledge in writing their understanding and acceptance of the policies contained therein. Residents may obtain additional copies of the Employee Handbook or may request assistance with the grievance policy at any time from the Chief Operations Officer. Residents are also informed of the right to file a grievance at the time of their six-month and annual evaluation.

The formal resolution process is as follows:

GRIEVANCE PROCEDURE

Deer Oaks is an organization with a team orientation, requiring all Residents to be direct and open with one another, confronting and resolving conflicts should occur as promptly as possible. However, in the event that a problem cannot be resolved after a good faith attempt, the Resident may file an official grievance. Any Resident who believes he/she has not been treated fairly in a job-related matter may make use of the grievance process within 7 calendar days of the incident. This process provides 4 levels of action through which a grievance may be carried: (1) the Resident's immediate (Primary) supervisor; (2) the Chief Operations Officer; (3) the department manager (for residents – department manager is The Director of Clinical Training); (4) the Chief Executive Officer. A grievance must be taken up with each lower level before it may be carried to the next higher level. At each level, the grievance must be filed in writing, with all pertinent information included. The Resident should document the nature of the complaint/grievance on a "Problem Resolution Process" form or on a clean sheet of paper attached to the form. This burden of carrying the grievance rests with the Resident, and the Resident's failure to act at any level within the specified time limits shall result in dismissal of the grievance. Work related grievances pertaining to an adverse employment action, occurring more than 7 calendar days after the incident, will not be accepted, and are deemed to be waived.

STEP 1: The Resident presents to the immediate supervisor a written statement of the grievance using the "Problem Resolution Process" form and discusses it with his/her immediate supervisor. The Resident must initiate this process within 7 calendar days of the incident leading to the complaint. If the supervisor is able to resolve the grievance to the Resident's satisfaction, the Resident will sign a statement that the grievance is resolved. If the supervisor is not able to resolve the grievance, the supervisor will document his/her response on the "Problem Resolution Process" form and the Resident will be advised to submit the grievance to the COO within 3 calendar days.

STEP 2: The Resident presents to the Chief Operations Officer a copy of the "Problem Resolution Process" form detailing the grievance and the supervisor's response within 3 calendar days after meeting with the immediate supervisor. The Chief Operations Officer will bring the parties involved in the grievance together in an attempt to resolve the matter to the satisfaction of all. If the COO succeeds in this attempt, the Resident will sign a statement that the grievance has been resolved. If satisfaction is not achieved at this level, the Chief Operations Officer will document his/her response on the form and the Resident will be advised to submit the grievance to the next level.

STEP 3: The Resident presents to the Department Manager (or Director of Clinical Training) a copy of the "Problem Resolution Process" form detailing the grievance and the supervisor's response within 3 calendar days after meeting with the Chief Operations Officer. The Department Manager (or Director of Clinical Training) will call a committee together in an attempt to resolve the matter to the satisfaction of all. The committee will consist of the Resident's Department Manager (or Director of Clinical Training), the Chief Operations Officer, the Resident and two other employees. The Resident presenting the grievance may select another Resident willing to assist in resolution and the Department Manager (or Director of Clinical Training) may select the second unbiased employee (who may or may not be a member of management). If the Department Manager (or Director of Clinical Training) succeeds in this attempt to resolve the grievance, the Resident will sign a statement that the grievance has been resolved. If satisfaction is not achieved at this level, the Department Manager (or Director of Clinical Training) will document the Committee's response on the form and the Resident will be advised to submit the grievance to the next and final level.

STEP 4: The Resident files with the Chief Executive Officer a written request for a formal review of the results of the Grievance Committee within 3 calendar days. The request must be accompanied by a copy of the "Problem Resolution Process" form detailing the original grievance and a written statement explaining why the resolution proposed by the previous three levels were unacceptable. The Chief Executive Officer will notify the Resident of his decision/response to the grievance within 7 calendar days (after receiving the required documents). The decision of the Chief Executive Officer is final and the grievance shall be considered resolved.

Acknowledgement

I have read and understand the "Grievance Procedures", as detailed above and agree to abide by the terms and conditions set forth. I understand that this statement is an addendum to the Psychology Resident Job Description and the Employment Agreement. The original of this document is to be made a part of my personnel file and a copy made available to me after signature.

Resident Signature

Date

June W. Maxfeldt, Chief Operations Officer

Date