

Elements to Consider in Developing Due Process and Grievance Policy

<p><i>APPIC would suggest that you develop a specific set of procedures for due process, appeals and grievances specifically for the training program in concert with agency Human Resources and will follow these policies prior to the HR process when possible</i></p>		
Element	Questions to Answer	Details to Determine for each Question
Due Process	What reasons would interns have to deviate from standard training practices (describe)	Describe reasons (consider if there are ADA accommodations needed)
	What is first level of notice to the intern that the program has a concern?	Describe this notice (ie, informal discussion)
	What would be the next step?	Describe this step, how long would it take, how will you provide notice (ie, in writing?)
	If you include a remediation plan	<p>How is remediation plan determined? (ie, is it done by a supervisor, a committee, the training director?)</p> <p>Is the graduate program informed?</p> <p>How often is remediation plan reviewed? What is the process for review (ie, meeting with intern, with a training committee, etc)</p> <p>How do you know if the remediation plan is working or not? (ie, what type of documentation is used?)</p> <p>How does a student exit the remediation program?</p> <p>What would be the next step if a remediation plan is not working?</p>
	If you include a probation option	<p>How is probation plan determined? (ie, is it done by a supervisor, a committee, the training director?)</p> <p>What are the time frames for probation? Time frames for re-evaluation?</p> <p>Is the graduate program informed?</p> <p>How do you know when the probation plan is over?</p> <p>What, if any, documentation is completed during probation?</p>

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		<p>How does a student exit the probation program?</p> <p>What would be the next step if probation not working?</p>
	<p>If termination is an option</p>	<p>How is termination determined? (ie, is it done by a supervisor, a committee, the training director?) What would be the reasons for termination?</p> <p>Is the graduate program informed?</p> <p>What is the process for termination? Does student need to complete all patient paperwork? Does student get credit for any training hours?</p> <p>Include alternatives to due process there is a conflict of interest (ie, the person of concern is the training director)</p>
	<p>Is Human Resources going to be involved?</p>	<p>Describe how and when HR becomes involved</p>
<p>Appeals</p>	<p>At all of the above steps, how does a student appeal (ie, disagree) with the solution?</p>	<p>Explicitly state that student can appeal any decision</p> <p>What is the time frame for appeal?</p> <p>Must it be made in writing?</p> <p>To whom must appeal be made?</p> <p>What is time frame for a decision on the appeal?</p> <p>Are there steps above the initial appeal? If so, to whom is that appeal made and what is the time frame?</p> <p>Who is the final decision maker? What is the time frame in which the final decision is made? How is student informed of final decision</p> <p>Include alternatives to appeal if there is a conflict of interest (ie, the person of concern</p>

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		is the training director)
	Is Human Resources going to be involved?	Describe how and when HR becomes involved
Grievance	What can a student make a complaint about? (should be able to make a complaint about any element of the training program)	<p>Do you encourage an informal first step?</p> <p>Who is the complaint made to? How is it made? (in writing, orally)</p> <p>Is there a length of time in which a student can lodge a grievance?</p> <p>What is the time frame in which a decision is made and how is the student informed?</p> <p>What is the next step if the student does not agree with the decision? What is the process the student engages in (answering all of the above questions again)</p> <p>Who is the final decision maker? What is the time frame in which the final decision is made?</p> <p>Include alternatives to grievance process if there is a conflict of interest (ie, the person of concern is the training director)</p>
	Is Human Resources going to be involved?	Describe how and when HR becomes involved