

Supersedes:
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Effective Date 3/02/2020



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Effective Date 6/08/2023
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POLICY & PROCEDURE

Program/Department: Psychology

Subject: Psychology Intern Complaints

I. PURPOSE

While the internship program offers routine opportunities for interns to provide feedback about the program and make recommendations for program improvement, at times it may be necessary for interns to voice and seek to resolve formal complaints against the program or program staff.

II. PROCEDURE

- A. When a psychology intern identifies a complaint, an attempt should first be made between the individual and the supervisor to resolve the problem.
- B. When the supervisor is unable to resolve the complaint, or when the psychology intern is unable to resolve a problem with their supervisor, the concern shall be taken to the Psychology Internship Director by arranging a meeting with the Director. The Director will identify a process to address the complaint in consultation with the Training Committee or other organizational leaders as appropriate.

The Internship Director will keep a log of formal complaints by psychology interns including the process used to address/resolve the complaint and any comments about the intern's satisfaction with the outcome.

- C. When the complaint is against the Psychology Internship Director, the intern shall arrange a meeting with the WellSpan VP and Chief Medical Officer, Behavioral Health, who will investigate the concern and identify a process to follow up.

Approved by _____
Program/Department Director

Date: _____

Approved by _____

Date: _____