

Tri-County Induction Program

Grievance and Appeal Policy and Procedures

Policy:

The Tri-County Induction Program (TCIP) aspires to create a collaborative learning community. If at any time a TCIP candidate questions program prerequisites, program requirements, policies and procedures, participation hours, grades, program feedback, program extension or deferral requests, or other program-related issues, every effort will be made to resolve a complaint at the earliest possible stage and with the relevant party. TCIP is committed to resolving issues in a timely and professional manner as listed in the procedures below.

Procedures:

1. Every effort should be made to resolve a complaint at the earliest possible stage with the relevant party (i.e. program staff, mentor, coach)
2. If the concern is not resolved, the candidate will meet with Director of TCIP to determine if a resolution is possible
3. If a mutually-agreed-upon resolution did not occur, the candidate submits a written concern using the TCIP Grievance Form
4. Upon receipt of a written complaint, the program director will secure confidential information from all parties. Efforts will be made to maintain respect and dignity for all those involved and to collaboratively determine a resolution
5. The program will notify the candidate of the decision within five business days
6. If the candidate does not agree with the program's decision, the candidate will complete the TCIP Grievance Appeal Form within five business days of the notification