

## Grievance Procedure

Interns are encouraged to talk to each other to resolve their problems. When this isn't possible, they should know how to file a grievance:

1. Communicate informally with their direct report Intern Coordinators (IC). The ICs will try to resolve the problem. When the interns want to complain about their ICs, they should first try to discuss the matter and resolve it between them via an informal meeting. ICs should try to resolve any grievance as quickly as possible. When they cannot do so, they should refer to the Operations Manager (OM) and cooperate with all other procedures.
2. If the grievance relates to an IC's behaviour that can bring disciplinary action (e.g. sexual harassment or violence), interns should refer directly to the OM or the next level Manager.
3. Accommodate the procedure outlined below

The Operation Manager (or any appropriate person in the absence of an OM) should follow the procedure below:

- 1) Ask interns to fill out a grievance form
- 2) Talk with the intern to ensure the matter is understood completely
- 3) Provide the intern who faces allegations with a copy of the grievance form
- 4) Organize mediation procedures (e.g. arranging a formal meeting)
- 5) Investigate the matter or ask the help of an investigator/counsellor when needed
- 6) Keep interns informed throughout the process
- 7) Communicate the formal decision to all parties involved
- 8) Take actions to ensure the proper conclusion is adhered to
- 9) Deal with appeals by gathering more information and investigating further
- 10) Keep accurate records

## Grievance Form

Date: \_\_\_\_\_

Mr./Ms. First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

**Grievance:**

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Have you tried to resolve this issue informally? YES ( ) NO ( ). (If Yes, please provide a brief summary of the process below)

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What is your proposed resolution to settle the grievance?

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**Intern Declaration**

I declare that the information provided by me is true and correct.

**Signature:** \_\_\_\_\_

**Date(mm/dd/yyyy):** \_\_\_\_\_