



Guide to Addressing Grievances

The Reporting Party can be the person who believes they have been treated in a manner that violates ICP's Code of Ethics & Professional Conduct (the **Aggrieved Party**) or any person who knows about the grievance.

Options available to the Reporting Party

Any of these options (1-4) can be chosen as an entry point for addressing a grievance. The first three options may not lead to a formal investigation. You may choose to move to #4 to file a formal grievance at any time.

Option 1: Talk to the person who caused the grievance.

Option 2: Talk to a person in a supervisory role (e.g., supervisor, training committee member, ICP administrator, faculty, etc.).

- a. The person to whom the grievance is reported will inform ICP's Ethical Clarification and Grievance Resolution Committee ("the Committee"):
 - i. Details of the grievance may be reported anonymously, if desired by the reporting party.
 - ii. The report will include whether the grievance was resolved, and if so, will include the steps taken.
 - iii. In some situations, depending on the nature and severity of the grievance, the Committee can independently choose to investigate.

Option 3: Report the grievance directly to any person who is a member of the Committee.

- a. Point person will inform the Committee of the grievance, anonymously if desired.
- b. The Reporting Party and/or the Aggrieved Party (if desired) will work with the point person to address the grievance and try to identify possible resolution steps/actions.
- c. If resolution is not attempted or reached at this stage, a formal grievance can be filed if desired, and it will be reviewed by the Committee (see #4 below).
- d. In some situations, depending on nature and severity of the grievance, the Committee can independently choose to investigate.

Option 4: File a formal grievance directly to the Committee (grievances@icpnyc.org).

- a. The Committee will make a threshold determination as to whether the allegation may constitute a violation (see page #2 of the Grievance Procedures for a definition of a violation).
- b. If the Committee determines that a violation may have occurred, it will investigate the grievance.
 - i. The Committee will notify the Reporting Party and the party alleged to have engaged in the violation (the **Responding Party**) in writing that a grievance is being investigated.
 - ii. The Committee's role in investigating a grievance:
 1. The Committee will work to resolve complaints through mutually agreeable resolution; and/or
 2. The Committee will investigate, make a determination, and recommend corrective action.
 - a. Corrective actions may include, but are not limited to, mediation, mandatory training or coaching, or dismissal of the Responding Party from affiliation with ICP (see page #7 of the Grievance Procedures for a more comprehensive list of corrective actions).
 - iii. The determination of the Committee is final.

FAQs

What kind of grievances does the ICP Grievance Policy address?

- The policy addresses a wide range of concerns. For matters related to ICP procedures or training program policies, we encourage you to reach out directly to your Program's Division Director, the Assistant Director of Clinical Operations, the Manager of Administrative Operations, or the Executive Director, as these issues are best handled through those channels. If you're unsure where to direct your grievance, the Committee will guide you to the appropriate person or department to ensure your concern is properly addressed.

Can I have an attorney?

- The Aggrieved Party, Reporting Party (if different from the Aggrieved Party) or the Responding Party may at any time seek the advice of an attorney at their own expense. If ICP determines that the Institute needs to consult with an attorney, it may do so at its own expense.

Can I withdraw a formal grievance?

- The Aggrieved Party (or the Reporting Party at the request of the Aggrieved Party) has the right to withdraw the grievance at any time, unless the grievance is of sufficient gravity that it is determined by the Committee that the investigation must proceed.

Will my name be kept confidential?

- Talking to a point person on the Standards of Conduct committee can be kept in confidence unless the grievance involves the safety and welfare of others, or the complaint is of sufficient gravity that it is determined by the Committee that the investigation must proceed.
- At the point a formal grievance is made, confidentiality will be maintained except to those involved in the grievance process (including members of the Committee), senior ICP administration, and ICP's Board of Directors.

Will my complaint be documented?

- All reported grievances will be documented and kept on a confidential drive at ICP, accessible only to the Committee and Executive Director.