



PCC Grievance Policy

Approved September 10, 2024

The Psychoanalytic Center of the Carolinas strives to provide an open, fair, and welcoming learning environment in all its educational programs and in the larger PCC community of members and professional colleagues. This policy provides guidance when a formal complaint of dissatisfaction or concern is submitted by a member, student, volunteer, or employee regarding an issue which requires an impartial review and resolution. Examples of grievances covered under this policy include, but are not limited to, unfair treatment/discrimination, interpersonal conflicts, policy violations, and programmatic issues involving offensive or improper conduct or content.

Informal Procedure for Resolving Academic and Administrative Complaints

All members are encouraged to discuss concerns or complaints with the person(s) directly involved in the complaint to reach a satisfactory, informal resolution. If these informal direct discussions are not successful, the member may pursue further formal avenues.

If the matter is an academic complaint, the student may contact a trusted colleague, their advisor, the Training Program Director, or the TEC Director for guidance and support prior to filing a formal complaint. If the matter is an administrative complaint, the student may contact the Executive Director, Board President, or Board members. If you are unsure how to proceed, please contact the Executive Director.

Formal Procedure for Resolving Academic Grievances

Submitting a letter by mail or email to the Executive Director initiates the formal grievance process. The letter should contain a detailed description of the grievance, the parties involved, the attempts to resolve the grievance informally, and the anticipated remedies or outcome. All grievances will be dealt with confidentially by the Executive Director, who will maintain all records and files related to reported grievances. Any act of retaliation against a member who files a grievance will be considered a violation of the PCC Code of Ethics.

The procedure provides a thorough review of the member's grievance by the Executive Director and affords due process rights with the intent of arriving at mutual agreement. The Executive Director, upon receiving the formal written grievance, will review it and, within 30 days, gather information from the grievance parties, keeping a confidential record and/or summary of this information. The Executive Director may consult board members, committee chairs, outside consultants to recommend a solution to the grievance based on mutual agreement.

If mutual agreement is not reached, the Executive Director will present a resolution, and the grievant will be notified of the resolution in writing. Members may appeal the resolution to the Board of Directors.



If the grievance involves the Executive Director, the grievance must be addressed to the President. If the matter involves the President, the grievance must be brought to the attention of the Executive Director, who will initiate a special dispute resolution committee of the PCC Board.

Appeal Process for Grievance Decisions

If a member chooses to file an appeal, they must submit a written notice to the President. If the President is involved in the grievance, the appeal should be directed to another member of the Executive Committee. Within 30 days of the appeal, the Board will convene a special committee to review the records of the initial review. The appeal committee will consist of three active PCC members in good standing and include a representation of our membership including a representative from the board of directors, a representative from a relevant PCC committee (i.e. the Training and Education Committee, Psychoanalysis or Psychoanalytic Psychotherapy Committee, Ethics Committee, etc.), and one other member who may be a professional peer of the involved parties.

Within 45 days, the Committee will recommend steps to be taken by the parties towards an amicable and mutually acceptable solution. This decision will be informed by pertinent documentation on record. The matter will not be reopened for additional research or arguments during the appeal process.

If the parties cannot agree on a solution, the committee will declare a resolution in writing. The action of this committee will be final.