

Ombuds Committee — Policies and Procedures

I. The Ombuds

The Ombuds are the point of contact for all grievances, disputes, or complaints brought to or coming from within the institute

A. **An issue may be brought forward** by an analyst, student in training, patient, or a person in the larger community

B. **The Ombuds will review the matter in the following way:** to initiate an inquiry or make a complaint, one of the Ombuds should be contacted by telephone or e-mail. The Ombuds will consult with each other and respond to the individual regarding the matter within a week

- 1) The concern shall be dealt with in a consultative, facilitative manner in an informal, collegial, and confidential way where individual matters are concerned. Systemic, institutional matters will be managed differently (see D.2)
- 2) The Ombuds may attempt to directly solve the problem, refer the individual to the right resource for help, offer shuttle diplomacy between two parties, officers or committees of the institute, or suggest referral to the Washington Department of Health if an ethics violation is suspected
- 3) In order to come to an understanding of the matter the Ombuds shall have access to institute records relevant to the concern, and shall have the opportunity to speak with members of the institute. A member of the institute is not compelled to speak with them. They shall have no power to administrate or execute changes based on their recommendations. No paperwork, minutes, or records will be required. No lawyers will be allowed

C. Appointment of Ombuds

- 1) Two Ombuds along with a third alternate in case of a conflict of interest, will be nominated by the Nominating Committee and voted on by the faculty for a 3 year term. These individuals must be psychoanalysts with at least five years post-graduate experience
- 2) The Ombuds should be resources who are knowledgeable about the institute and its members.

D. Communication

- 1) The Ombuds shall communicate with the Director in order to keep the Director informed of the process, progress, and any difficulties, but not the identities of the individuals involved
- 2) If there is an institutional issue involving a systemic source of difficulty within SPSI rather than an individual matter, the Ombuds may make recommendations to the relevant officer(s), committee(s) or to the whole faculty in order to redress the problem on an organizational level

E. If an Ombuds is presented with an accusation of ethical misconduct he or she, like any licensed practitioner, is required to report this to the Washington State Department of Health. The Ombuds may refer inquiries about an impaired analyst to the Colleague Assistance Committee.