

The following are the Graduate Group in Endocrinology's procedures and guidelines for resolving conflicts that may occasionally occur between students and faculty. The majority of such conflicts generally concern difficulties in the mentoring relationship, personalities, and scientific perspectives between a student and his or her faculty mentor. Although not explicitly stated, the procedures described below will also be followed if a potential conflict arises between a student and another faculty who is not the student's mentor.

- a) If a student has a conflict with their faculty mentor (or if the faculty mentor has a conflict with a student), the first step is for the student and the faculty mentor to try to resolve their differences.
- b) If a satisfactory resolution is not achieved, the student should contact the Head Graduate Advisor, the Program Chair and/or the Graduate Student Services Advisor. At this meeting, several potential approaches to resolving the conflict will be discussed, including having the Head Graduate Advisor and/or the Program Chair directly communicate with the student's faculty mentor. Each party should document when the meeting(s) occur and briefly summarize how attempt(s) to create a mutually satisfactory resolution were approached.
- c) If a satisfactory resolution does not emerge from these interactions, then the Program Chair or the Head Graduate Advisor, and one of the Executive committee members serving as ombudspersons will work with the student to mitigate the conflict. The student handbook contains specific guidance outlining the procedures. Based on our past experience, potential resolutions could range from directly consulting with the faculty mentor about changing his or her approach to mentoring students, to helping the student find another laboratory for his or her research, and/or working with offices on campus involved with student-faculty interactions, such as the Disabled Students' Office, etc. In all cases, local resolution should be attempted by the Endocrinology graduate program before the matter is escalated.
- d) In rare cases, the student can bring the issue directly to the Graduate Division or other appropriate campus offices with an explanation of why local resolution is not possible. All written materials will be provided, including documentation of all prior attempts at conflict resolution.

The campus policies for filing complaints and grievances can be found in the following website: (<http://sa.berkeley.edu/grievance>).