

GRADUATE MEDICAL EDUCATION CONSORTIUM OPERATING PRINCIPLES DOCUMENT FOR

WUSM/BJH/SLCH GME CONSORTIUM

Section XVII. Complaint Procedure Related to Work Environment

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This procedure shall apply to any resident/clinical fellow complaints or grievances relating to any aspect of the residency/fellowship programs, except for departmental decisions and actions falling within the four categories set forth in the Procedure for Review of Formal Adverse Disciplinary Decisions Relating to Residents and Clinical Fellows in Section XV above.

The principles set forth in the “Preamble” to the Procedure for Review of Academic and Disciplinary Decisions Relating to Resident and Clinical Fellows in Section XV above apply as well to this grievance policy, and thus resident/clinical fellows are encouraged to make every effort to resolve disagreements or disputes over any matter relating to the residency/fellowship programs by discussing the matter first with the Program Director, Division Chief or Department Chair, as appropriate. If the matter is not resolved at the departmental level, or if the resident/clinical fellow feels it is inappropriate or impractical to discuss the matter at the departmental level, the resident/clinical fellow may confidentially submit the complaint or grievance in writing to the Designated Institutional Official (DIO) for consideration. The Designated Institutional Official (DIO) in his or her discretion, taking into account the nature of the complaint or grievance, may, but is not required, to refer the matter to either a standing GMEC subcommittee or an ad hoc GMEC subcommittee to consider the matter. If the matter is referred by the Designated Institutional Official (DIO) to a subcommittee, the subcommittee shall report back to the Designated Institutional Official (DIO) the GMEC and the GME Board on the process followed by the subcommittee in considering the complaint or grievance and any findings or recommendations resulting therefrom. Additionally, the Designated Institutional Official (DIO) will periodically report to the GMEC on the nature of complaints filed under this proceeding. In the event the GMEC recommends further follow up on a specific complaint filed, it will be submitted to the standing GMEC subcommittee or an ad hoc GMEC committee for further review.