



## **GRADUATE MEDICAL EDUCATION POLICIES**

### **Resident/Fellow Non-Academic Grievances**

#### ACGME Policies

IR IV.E. The Sponsoring Institution must have a policy that outlines the procedures for submitting and processing resident/fellow grievances at the program and institutional level and that minimizes conflict of interest.

#### Background

It is central to the mission of the Tilman J. Fertitta Family College of Medicine (COM) to provide a learning environment conducive to exceptional training and personal development. In the event a non-academic grievance arises, the goal is to provide resolution to all parties involved in a timely manner. Complaints and/or grievances shall be handled in a confidential manner and without fear of retaliation.

#### Procedure

In the event a resident/fellow has a non-academic concern about their training program, they should first address the issue at the lowest possible level of leadership, who can provide remediation. The recommended chain of command is:

1. Resident in charge of the team or service or supervising Faculty member, as appropriate;
2. Chief Resident;
3. Faculty Service Chief;
4. Program Director;
5. Department Chair;
6. Designated Institutional Official

If the departmental leadership is not able to resolve the issue, or the resident/fellow feels the problem will not be fairly administered at this level, he or she should contact the DIO to discuss. The resident/fellow should provide to the DIO the issue outstanding, why the resident/fellow has not been able find resolution at the departmental level, and what resolution they are seeking.

If the nonacademic concern cannot be resolved at this level, the resident/fellow may request the DIO assemble a Grievance Committee to adjudicate the issue. This committee will be formed of:

- The resident/fellow's Program Director
- Associate Dean of the COM (outside of the DIO)



- Resident/fellow from a program not involved with the issue
- Program Director from a program not involved with the issue
- Any other trainees, faculty or staff pertinent deemed necessary by the DIO to perform a reasonable investigation

Upon hearing the grievance, the committee will investigate any and all issues associated with the complaint and will provide a final written decision to the DIO.

This report shall be presented to the resident/fellow, the appropriate Program Director, and the GMEC, in a confidential manner.

EFFECTIVE DATE: September 1, 2021

APPROVAL DATE: August 31, 2021

REVIEW DATE: September 1, 2024