

Tilman J. Fertitta Family College of Medicine

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

NEXT REVIEW DATE: January 31, 2024