



GRADUATE MEDICAL EDUCATION POLICIES

Resident/Fellow Academic Grievances

ACGME Policies

IV.E. Grievances: 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.

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, they may submit a written request for an ad hoc grievance committee to be called by the DIO. The DIO will solicit a response from the Program Director.

1. The DIO will appoint an ad hoc committee of three people who are either faculty, program directors, or COM educational leadership to hear the grievance. The ad hoc committee will set a date to hear the grievance within 14 days of appointment of the group. Members will have reviewed the written grievance and program director's response prior to the meeting.
2. Both the resident and program director will be required to attend the ad hoc meeting, and each will be allowed to present to the group. Members will be allowed to ask questions of both parties.
4. The ad hoc committee will render a decision, in writing, to the DIO within 7 days following the meeting. The DIO will inform the resident and Program Director of the decision within three days of receipt of the ad hoc committee's decision.



5. Either the resident or program director may appeal the decision of the ad hoc committee to the DIO within three days of receipt of the written finding from the DIO. The party seeking the appeal must submit a written request to the DIO requesting such final appeal, and the basis for such appeal.
6. The DIO will meet with the ad hoc committee and review all submitted materials. If necessary, the DIO may seek additional information from either or both the resident and program director. The DIO will render a final determination within 14 days of receipt of the request for a final appeal.
7. The DIO's written report, blinded, will be submitted to the GMEC. No other appeals are available.

EFFECTIVE DATE: September 1, 2021

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