


Name of Policy: GME: Resident Grievance Policy Number: 3364-86-027-00 Approving Officer: Dean, College of Medicine and Life Sciences Responsible Agent: Director, Graduate Medical Education Scope: UT College of Medicine Residents	 Revision/review date: 05/20/2024 Original effective date: 06/2002
<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy
<input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Reaffirmation of existing policy

POLICY

Residents are provided a procedure to initiate grievances to allow for effective problem solving and resolution. Information obtained during the grievance process will be handled in a confidential manner to the extent allowed by law and the University’s accreditation standards.

PURPOSE

A grievance is defined as any dispute or controversy between the Resident and any of the Program supervisory personnel concerning the application of the Resident's Graduate Medical Education (GME) agreement, the policies and procedures of the program, and the policies, procedures, rules and regulations of the Hospitals or University.

PROCEDURE

1. Residents/fellows have multiple avenues to report grievances, including informal verbal communication, formal written communication, and anonymous communication. While dependent on the nature and severity of the complaint, Residents/fellows are first encouraged to discuss their concerns with their Chief Resident or Program Director. Residents/fellows may also direct their grievance to the Department Chair, Division Chief, GME Office personnel, or Designated Institutional Official (DIO). Residents/fellows are expected to submit the grievance in a timely manner to the most appropriate individual.
2. The GME office, DIO, and Department Chair/Division Chief are available to residents/fellows to report concerns in their work or educational environment, especially if the Program Director has not effectively dealt with the trainee’s concern, or the concern involves the Program Director.
3. Residents/fellows should provide the individual who received the complaint adequate time for investigation, response, and resolution. The time frame for the response is, in part, dependent on the nature and severity of the complaint.
4. Only after meeting and discussion with the DIO, if the Resident/fellow is not satisfied with the resolution proposed, the trainee may present their grievance to The Dean of College of Medicine and Life Sciences.

5. The decision of the Dean of College of Medicine and Life Sciences shall be a final and binding decision on the Resident's grievance.

6. Confidential systems residents/fellows may use to report a concern include:
 - A. GME Feedback Site (Anonymous Reporting System) link to the GME office available on the GME website home page (UToledo.edu/med/gme).

 - B. Residents/fellow have an opportunity to report intimidation, discrimination, harassment, assault, and retaliation to the Director of Title IX and Compliance for the University of Toledo by phone 419.530.4191, email titleix@utoledo.edu, or through the Report/Complaint Form on the University of Toledo Title IX website home page (utoledo.edu/title-ix/).

 - C. The voluntary safety event reporting system at ProMedica Toledo Hospital called RL6 or the voluntary safety event reporting system at University of Toledo Medical Center call Patient Safety net (PSN).

7. The DIO and Graduate Medical Education Committee also review all ACGME resident surveys for concerning responses or trends for the “Residents can raise concerns without fear” question.

Related Policies:

Standards of conduct	Policy Number: 3364-25-01
Non-retaliation policy	Policy Number: 3364-15-04
Nondiscrimination	Policy Number: 3364 -50-02
Univ. of Toledo Sexual Misconduct Policy	Policy Number: 3364-50-01

<p>Approved by:</p> <p><u>/s/ Shaza Aouthmany, M.D.</u> Chair, Graduate Medical Education Committee</p> <p><u>/s/ Christopher Cooper</u> Dean, College of Medicine & Life Sciences</p> <p>Review/Revision Completed by: <i>Graduate Medical Education Committee</i></p>	<p>Policies superseded by this policy:</p> <ul style="list-style-type: none"> • None <p>Review/Revision Date: Reviewed 6/04, Reviewed 6/06, Reviewed 6/08, Reviewed 7/6/10, Revised 9/7/10, Reviewed 9/4/12, Reviewed 9/2/14, Reviewed 9/6/16, Revised 10/2/18, Reviewed 5/2024</p> <p>Next review date: 5/2027</p>
---	---

Note: The printed copy of this policy may not be the most current version; therefore, please refer to the policy website (<http://utoledo.edu/policies>) for the most current copy.