



UCF COM/HCA GME Consortium Policy Regarding Resident Forum, Complaints, Concerns, Harassment

Purpose/Intent: The UCF/HCA GME consortium is committed to having a positive learning and working environment for residents. All individuals have the right to enjoy an environment free from all conduct that can be considered abusive, intimidating, or harassment (IV.H.3). Residents will have a resident forum to communicate information, raise and resolve complaints regarding residency program, training, and working environments (II.C.)

Policy summary: The consortium is committed to providing options for residents to raise concerns or issues related to patient care, safety, educational program, work environment, faculty, and staff in an atmosphere of mutual respect without fear of intimidation or retaliation. The sponsor also supports the right of residents to lodge complaints, file grievances and make appeals related to above concerns in a safe environment free of fear, retaliation, or other adverse consequence. Residents will have a resident forum to raise and resolve complaints regarding residency program, training, and working environments (II.C.)

Procedures: The consortium has a number of mechanisms and policies in place to handle complaints and concerns, including confidential mechanisms.

1. The concerned resident will first contact the person or office most directly connected to the issue, unless there are compelling reasons not to do so. If the concerned individual does not want to contact that individual (faculty, staff member, or another resident) directly, he or she should next go to the Chief Resident, the Program Director, the Department Chair (if applicable), or the Designated Institutional Official (DIO).
2. For issues in which there is no urgency but feedback for specific faculty or the educational program is desired of the GME office the resident can complete anonymous faculty evaluations and program evaluations that are available through the electronic evaluation system.
3. Concern notes and suggestions can also be submitted anonymously through the electronic evaluation system.
4. Any resident may bring concerns to the Resident Forum which has the option to meet without the presence of any faculty, administrators or the DIO. Issues which are discussed at the forum or other resident meetings may be brought to the DIO and/or the GMEC. The GMEC includes a resident report as a regular agenda item.
5. The sponsor values diversity and complies with UCF equal opportunity policies and guidelines available online at <http://www.eeo.ucf.edu/>
6. The resident has the option to go through the written grievance and appeal process (see Grievance policy) when the concern is not resolved to the resident's satisfaction under section 1 above or when there are formal disciplinary actions against the resident.
7. This policy will be discussed during resident orientation and is available on the website.