



UCF COM/HCA GME Consortium Grievance Policy (IV.D)

Purpose/Intent: The ACGME requires sponsoring institutions to establish unbiased formal grievance and due process procedures. These policies and procedures minimize conflict of interest by adjudicating parties by adopting a multi-tier grievance process and allowing residents to appeal their matter to a different body at each level.

Summary: When concerns cannot be worked through the informal mechanisms as set forth in the *Policy regarding Resident Forum, Complaints, Concerns*, or if there is a formal disciplinary action pursuant to the *Policy regarding Resident Performance, Renewal, Promotion, and Discipline*, the resident has the opportunity to appeal without fear of prejudice. The procedure outlined below is designed to provide a method of dealing with residents' grievances in a prompt and equitable manner. The proceedings are informal in nature. The emphasis is placed on a method of getting at the facts, assuring that these are reported accurately to the proper authority, and providing a decision which is fair to all concerned. It is necessary that residents follow the sequence of stages described below. For purposes of this Policy, grievable matters include suspension, dismissal/termination, restriction in privileges, non-renewal, non-promotion, formal remediation, and resident complaints related to the work environment and educational program that are not resolved through the Policy regarding Resident Forum and Resident Complaints and Concerns. Oral counseling, notes of concern, and medical knowledge remediation do not rise to the level of disciplinary measures and are not subject to grievance and due process procedures. Discrimination and sexual harassment complaints will be referred to the UCF Director of Equal Opportunity and Affirmative Action Programs. Information is available at <http://eeo.ucf.edu>.

Procedures:

A. Stage I [Program Director]

1. The resident shall state, in writing, his/her complaint to the program director of the program in which the resident is contracted. This must be submitted within sixty (60) calendar days of the action the resident is appealing.
2. The complaint shall be reported by the program director to the department chair (if applicable) and both the local Assistant DIO/GME Director for that program site and Consortium Graduate Medical Education office.
3. The program director shall meet with the resident to discuss the grievance (should GME director be present?). Every effort shall be made by the program director to deal with the complaint on its merits without undue delay. However, the program director shall be allowed up to ten (10) working days (Saturdays, Sundays, and holidays excluded) after the receipt of the complaint to resolve the matter. The program director shall discuss response with Clinical Competency Committee (CCC) and prepare a written answer to the resident with review by assistant DIO/GME director for that program site within the ten (10) day period.
4. A copy of the answer shall be forwarded from the program director to the GME director, the department chair (if applicable), and, if it involves a disciplinary action, to the Consortium Graduate Medical Education (GME) office for filing in the resident's official GME file.

C. Stage II [DIO]

1. If the aggrieved resident is not satisfied with the answer of the program director or if the answer is not received from the program director within the time allowance stated in Stage II, the resident may appeal directly to the DIO.
2. The appeal shall be made, in writing, within five (5) working days (Saturdays, Sundays, and holidays excluded) after receiving the decision from the program director or, if no decision is received, within five (5) working days (Saturdays, Sundays, and holidays excluded) after expiration of the program director's time allowance as stated in Stage II.
3. The DIO has the option of appointing a committee to provide advice. This committee shall include program director(s) and/or associate program directors from other departments. The ADIO (if not previously involved) and residents may also serve on the committee. The committee shall submit a written report of its findings to the DIO.
4. The committee may optionally hold a hearing as part of the deliberations when the grievance is related to termination, suspension, non-promotion, restriction in privileges, and non-renewal of appointment. The resident may have a spokesman of personal choice to represent him/her at a scheduled hearing. At the hearing, the resident or the resident's spokesman shall not be permitted to question individuals but shall be furnished, in advance of the hearing, a list of those persons scheduled to appear before the committee so as to offer the resident an opportunity to submit questions in writing to such persons prior to the hearing. The hearing committee may make a non-binding recommendation to the DIO.
5. The DIO shall investigate the appeal and shall forward a decision in writing to the resident within ten (10) working days (Saturdays, Sundays, and holidays excluded) after receipt of the appeal except when a committee meeting or hearing is afforded, in which case the written decision shall be issued within twenty (20) days after receipt of the appeal.
6. Copies of the appeal and the decision shall be forwarded to the, program director, the local GME Director, and if it involves a disciplinary action, to the Consortium GME office for filing in the resident's official GME file.