



UCF/HCA Healthcare GME 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 and fellows (trainees) to appeal their matter to a different body at each level (IV.D).

Summary: When concerns cannot be worked through the informal mechanisms as set forth in the *Policy regarding Resident Forum and Trainee Complaints, Concerns*, or if there is a formal disciplinary action pursuant to the *Policy regarding Trainee Performance, Renewal, Promotion, and Discipline*, the trainee has the opportunity to appeal without fear of prejudice. The procedure below outlines the steps for accommodating trainees' grievances in a prompt and equitable manner. For purposes of this Policy, matters that may be grieved include extended suspension, dismissal/termination, restriction in privileges, non-renewal, non-promotion, remediation, probation, and final warning. Trainee complaints related to the work environment and educational program that are not resolved through the Resident Advisory Committee or complaints process may be progressed to GME leadership to include but not limited to; ADME, AVP of GME, VP of GME, DIO, and or UCF HR. Verbal counseling, Notice of Concern, Coaching plans, referrals to the Professional Resources Network (PRN) Impaired Physicians program, failure to meet eligibility requirements, and 30-60 day extensions of remediation are not subject to appeal and due process procedures. Discrimination and sexual harassment complaints will be referred to the UCF Office of Institutional Equity (oiie@ucf.edu and <http://eeo.ucf.edu>) and detailed procedures are in the UCF/HCA GME Consortium Policy Regarding Resident Forum and Trainee Complaints, Concerns, Harassment.

Procedures:

Step 1:

Appealable actions: remediation, probation, non-promotion, extended suspension/change in privileges, non-renewal of contract or termination, final warning

Presiding: Asst. Vice President (AVP), GME, North FL Division or Designee:

Process:

1. The trainee shall state, in writing, his/her complaint to the AVP of GME (or designee). This must be submitted within ten (10) calendar days of the receipt of the action the trainee is grieving.
2. The AVP of GME will conduct a review of the action grieved, and other information relevant to the decision. If the AVP determines a meeting with the trainee is needed, the AVP will use their best efforts to schedule the meeting within ten (10) working days of receipt of the grievance. The AVP will also use their best efforts to notify the trainee in writing of the decision within ten (10) working days following the meeting or fifteen (15) working days following receipt of the grievance if no meeting is held.
3. A copy of the appeal and decision shall be saved in the trainee's official GME file. The AVP of GME's decision is final for grievance filed for remediation.

B. Step 2:

Appealable actions: probation, final warning, non-renewal of contract, non-promotion, or termination, suspension/change in privileges

Presiding: DIO and/or HCA North FL Division VP (Division VP)

Process:

1. If the trainee is not satisfied with the AVP of GME's decision, the trainee may file a grievance with the DIO and/or Division VP within 5 working days of the AVP's decision.
2. The DIO or Division VP will conduct a review of the action grieved, the AVP's decision and other relevant information. If the DIO or Division VP determines a meeting with the trainee is needed, he or she will use their best efforts to schedule the meeting within 10 working days of receipt of the grievance. The DIO or Division VP may uphold, modify, or reverse the AVP's decision. The DIO or Division VP will use his or her best efforts to notify the trainee in writing of the decision within ten (10) working days following the meeting or 15 working days following receipt of the grievance if no meeting is held.
3. Copies of the appeal and the decision shall be saved in the trainee's official GME file.
4. The DIO/Division VP's decision is final for non-promotion, probation, final warning, suspension.

C. Step 3:

Appealable actions: non-renewal of contract or termination [Dean or Designee(s)]

Presiding: Dean or Designee(s)

Process:

1. If the trainee is not satisfied with the DIO's or the Division VP's decision, the trainee may file a grievance with the Dean or Designee(s) within five (5) working days of the DIO's or Division VP's decision. The Dean has the option to designate up to three (3) individuals to conduct the review.
2. The Dean or Designee(s) will conduct a review of the action grieved, the DIO's or Division VP's decision and other relevant information. If the Dean or Designee(s) determines a meeting with the trainee is needed, Dean or Designee(s) will use their best efforts to schedule the meeting within 10 working days of receipt of the Step 3 grievance. The Dean or Designee(s) may uphold, modify, or reverse the DIO's or Division VP's decision. The Dean or Designee(s) will use their best efforts to notify the trainee in writing of the decision within ten (10) working days following the meeting or 15 working days following receipt of the grievance if no meeting is held.
3. This decision is final.
4. Copies of the appeal and the decision shall be saved in the trainee's official GME file.