

## GRIEVANCES

### PURPOSE

The purpose of this policy is to set forth the University of Tennessee College of Medicine (“UT College of Medicine” or “Sponsoring Institution”) policies and procedures governing the process for raising and addressing grievances raised by residents or fellows (individually a “resident” or collectively “residents”) enrolled in graduate medical education program sponsored by UT College of Medicine (each a “Program” or “GME Program”).

### REFERENCE

Consistent with Section IV.E. of the ACGME Institutional Requirements, the Sponsoring Institution must have a policy consistent with the ACGME Policies and Procedures that outlines the procedures for submitting and processing resident grievances at the Program and institutional level and that minimizes conflicts of interest.

### POLICY

Residents are encouraged to bring issues or concerns forward to UT College of Medicine graduate medical education leadership, Program leadership or through another mechanism comfortable to the resident. Residents may raise and resolve issues without fear of intimidation. Individuals, including Program leaders, are prohibited from retaliating against a resident reporting a grievance.

The UT College of Medicine Designated Institutional Official (“DIO”) maintains an open-door policy for residents to address concerns regarding grievances and alleged retaliation. Additional mechanisms available to residents for communicating and resolving issues include the following:

- Grievances regarding academic or other disciplinary actions are processed according to the UT College of Medicine *GME Academic Appeal Policy* available on the UT College of Medicine Office of Graduate Medical Education (“Office of GME”) website.
- Grievances related to the work environment or issues concerning the Program or faculty that are not related to disciplinary or academic adverse actions can be addressed by discussing problems with a chief resident, Program Director, departmental chair, individual Program Education Committees or GME Administration (Assistant DIO, Associate DIO, DIO, GME Assistant Deans).
- Residents may submit comments, concerns or grievances anonymously using the [UTHSC College of Medicine GME Anonymous Resident/Fellow Comment Form](#) on the GME website.
- Residents may report concerns or grievance to any resident member of the GMEC, who serve as representatives of the UT College of Medicine Resident Forum to the GMEC. Residents are encouraged to contact members of the Resident Forum to express concerns or to provide input regarding educational issues, the work environment, or other areas of concern. A report from Resident Forum resident/fellow representatives to the GMEC is a standing item on the GMEC agenda. The names of GME Resident Representatives are available on the UT College of Medicine website at [Administration | Graduate Medical Education \(GME\) | UTHSC](#), under the “Resident Forum” tab.
- Individual Programs may have additional grievance policies and procedures and will make them available to all residents and faculty.

Any complaint related to prohibited discrimination is processed in accordance with the UT College of Medicine *GME Policy Against Sexual Harassment and Other Forms of Discrimination* and the University of Tennessee's EEO/Affirmative Action policies. Complaints concerning discrimination should be directed to the Office of Access and Compliance, 920 Madison Avenue, Suite 825; 901-448-2112.