



**USF Health - Morsani College of Medicine
GME POLICY & PROCEDURE**

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Scope: Applies to all University of South Florida Morsani College of Medicine (“USF MCOM”) residents and fellows (“Residents”) in Accreditation Council for Graduate Medical Education (“ACGME”) accredited and non-accredited/non-standard programs as appointed through the House Officer Contract issued by the USF MCOM Graduate Medical Education Office (“GME Office”).

Background: In accordance with Section IV.D of the ACGME Institutional Requirements, USF MCOM must have a policy that outlines the procedures for submitting and processing Resident grievances at the program and institutional level and that minimizes conflicts of interest. In addition, and in accordance with Section IV.B.2.e of the ACGME Institutional Requirements, the House Officer Contract must include a reference to this grievance policy

Definition: A grievance shall not be used to question a rule, procedure, or policy established by an authorized faculty or administrative body. Rather, it shall be used by a Resident who believes that a rule, procedure, or policy has not been followed or has been applied in an inequitable manner. An action may not form the basis of a grievance if the resident merely challenges the judgment of the faculty as medical educators in evaluating the performance of the resident.

Policy: A Resident who wishes to address a grievance related to his/her clinical work environment may utilize the procedure outlined below. This grievance procedure does not cover: (1) controversies or complaints related to GME 218 (See GME 218); (2) sexual misconduct/sexual harassment (See USF 0-004); (3) alleged violation of the Americans With Disabilities Act (See USF 0-108); or (4) alleged discrimination (See USF 0-007). Only Residents currently training in a residency or fellowship program may utilize the Grievance Procedures. A former Resident is not eligible to utilize this Grievance Procedure. Once a Resident has utilized the process outlined in the procedure, he/she cannot re-initiate the process for the same issue.

Residents and program directors are encouraged to resolve differences through collegial discussion and negotiation. However, the procedure as set forth provides for those instances in which assistance in resolving conflict is needed.

USF MCOM prohibits retaliation against any individual who, in good faith, reports a grievance or participates in the review or resolution of a grievance under this policy.

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Procedure

Addressing a Grievance

A Resident who has a grievance shall:

- Step 1: The grievance letter must be presented to the program director within 1 month of the event giving rise to the grievance, and include the following information:
 - A factual description of the grievance, the policy or procedure that may have been violated, the date in which the grievant(s) first became aware of the alleged violation, and the remedy sought.

The Program Director will meet with the Resident at a mutually agreeable time within 14 calendar days of the receipt of the grievance letter. Thereafter, allowing a reasonable amount of time for the Program Director to fully review and consider the matter, a written decision will be provided to the Resident regarding the grievance, and provide a copy to the DIO.

- If the Resident is not comfortable presenting the grievance letter to the Program Director, the grievance letter can be sent to the GME Director and the GME Director will fill the role of the Program Director as it pertains to Step 1 in addressing a grievance. In such instance, the grievance letter must provide specifics describing the reason(s) why the grievance letter was not presented to the Program Director.
- Step 2: If the Resident does not believe the grievance has been satisfactorily resolved in Step 1, the Resident may submit a grievance letter directly to the DIO within seven (7) calendar days of receipt of the Program Director's decision. The DIO (or his/her designees) may meet with the Resident at a mutually agreeable time within 14 calendar days of receipt of the grievance letter. The DIO will review and consider the case in consultation with the Department Chair, and within a reasonable amount of time, issue a written decision to the Resident regarding the grievance, and provide a copy to the Program Director. The decision of the DIO is final.
- Residents also have the option of utilizing EthicsPoint, a confidential hotline available 24/7, to report issues anonymously. Reports can be made by calling (866) 974-8411 or using this link [Click Here for Link](#).
- Grievance letters may be delivered to the Program Director or the DIO via electronic mail. Written decision may likewise be supplied to the Resident via electronic mail.

APPROVED:



Senior Associate Dean, Graduate Medical Education/DIO

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