

Title: Grievance Policy and Procedure		No.: GME-228
Effective Date: 4/1/2010	Revision Date:	Distribution: All
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Policy Statement

PURPOSE and SCOPE

This policy provides a mechanism for resolving significant disputes and complaints which may arise between a house officer and their residency program, program director or other faculty member, including working conditions, benefits, or the failure of the department of the University of South Florida to fulfill its obligations to the resident/fellow under the terms of his/her house officer contract.

POLICY

House officers may appeal significant disagreements, disputes, or conflicts with their program using the procedure outlined below. This grievance procedure does not cover: (1) controversies or complaints arising out of informal or formal discipline, including probation, suspension, or termination of a house officer during an annual contract period (See GME 218); (2) sexual harassment (See GME 300); (3) alleged violation of the Americans With Disabilities Act (See GME 302); or (4) alleged discrimination (See GME 308). Only house officers currently undergoing training in a residency program may utilize the Grievance Procedures. A former house officer is not eligible to utilize this Grievance Procedure. Once a house officer has used the process outlined in the procedure, the house officer cannot re-initiate the process for the same issue.

Procedure

Filing a Grievance

A resident/fellow who has a grievance shall initiate action by filing a signed, written account of the grievance with the program director within thirty (30) calendar days of the event out of which the grievance has arisen. The Program Director has the discretion to discuss the grievance with the resident/fellow and other involved parties in an effort to resolve the grievance. If the grievance is resolved in this manner, the terms of the resolution will be put in writing and signed by the program director and the resident/fellow. If the grievance is not resolved, the program director shall respond to the grievance in writing within thirty (30) calendar days of receipt of the written grievance.

If the resident/fellow is uncomfortable in approaching his/her program director, the resident is encouraged to discuss the issue with the GME Office.

Grievance Appeals

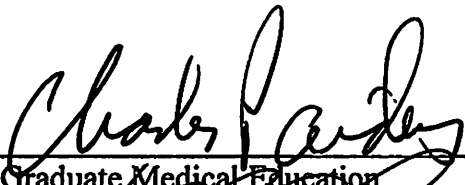
Should the resident physician be dissatisfied with the response of the program director, he/she may, within ten (10) calendar days of receipt of such response, submit a written appeal to the Chair of the Department. If the grievance is resolved, the terms of the resolution will be put in

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writing and signed by the program director and the resident/fellow. If the grievance is not resolved, the Chair of the Department shall respond to the grievance in writing within thirty (30) calendar days of receipt of the written grievance.

If the matter is still not resolved, the resident/fellow may bring the matter to the Chair of the Graduate Medical Education Committee. The Chair of the GMEC will review the matter and respond in writing. The decision of the Chair of GMEC is final.

APPROVED:


 _____ 5/13/10
 Associate Dean, Graduate Medical Education Date


 _____ 5/24/10
 Dean, College of Medicine Date

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Approved by GMEC 5/12/10