

**TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER AT EL PASO**  
**Paul L. Foster School of Medicine**  
**GRADUATE MEDICAL EDUCATION**  
**Policy**

**TITLE:** Grievance Policy

**PURPOSE:** In order to comply with ACGME Institutional and Common Program Requirements, TTUHSCEP-PLFSOM sets forth this policy to outline the procedures for submitting and processing Trainee grievances at the program and institutional level. The term “Trainee” includes residents, fellows, and non-ACGME accredited standard training trainees.

All ACGME-accredited and non-ACGME programs at the TTUHSCEP-PLFSOM will promote a fair and equitable process to address grievances raised by Trainees during their training. All Trainees must be informed of the process available to them to address grievances related to their training program and/or institution, and this process must ensure any potential conflicts of interest are minimized. The trainee may present a grievance without fear of retaliation.

Incidents that will fall under this policy, include:

- In the Trainee’s judgment, he/she has been treated unfairly or improperly in the academic environment and negatively affects their education, training or working conditions. Examples include, but not limited to:
  - Work environment issues.
  - Educational/training concerns.
  - Administrative/Fairness issues.
  - Patient Safety and working conditions.

This policy does not apply to the following:

- Concerns related to discrimination and harassment.
- Concerns related to non-disciplinary or disciplinary actions taken by the program.
- Disagreements with academic performance evaluation assessments.

**REVIEW:** This policy will be reviewed every two years by the Graduate Medical Education Committee (GMEC).

**POLICY STATEMENT:**

Trainees are encouraged to first attempt to address any concerns related to their training through informal, collegial discussions.

- A. Trainees who are dissatisfied with the outcome of informal methods of resolving concerns related to their training may submit a formal grievance to their program director. All grievances must be in writing and include:
  - a. A description of the nature of the problem;
  - b. The policy or procedure that may have been violated (if applicable);
  - c. Any steps already taken by the Trainee to informally resolve the issue; and
  - d. The requested action proposed to resolve the problem.
  
- B. If a grievance is submitted against the Program Director, the Trainee should submit the formal grievance directly to the Designated Institutional Official (DIO). In this case, the written grievance must include:
  - a. A description of the nature of the problem;
  - b. The policy or procedure that may have been violated (if applicable);
  - c. Any steps already taken by the Trainee to informally resolve the issue; and
  - d. The requested action proposed to resolve the problem.
  
- C. For complaints/concerns submitted via the [Report a Concern](#) link:
  - a. Anonymous complaints will be reviewed and acted on as appropriate.
  - b. Confidential complaints will be handled by communicating to the reporter to strongly encourage to file a formal grievance or other applicable action.

### **Program Director**

1. The program director will review the grievance and meet with the Trainee within 10 business days.
  
2. After meeting with the Trainee, the program director will provide a written response to the concern within 15 business days of the meeting. This allows time for the program director to review the situation and develop any factual information required to render a decision.
  
3. If after receiving the program director's response, the Trainee does not believe the grievance has been satisfactorily resolved, the Trainee may submit a grievance letter directly to the DIO or alternate within 5 business days of receiving the written decision from the program director. This written grievance must include:
  - a. A copy of the original formal grievance submitted to the program director;
  - b. A copy of the program director's response; and
  - c. An explanation of why the program director's response is unsatisfactory.

## **DIO**

1. For grievances submitted to the DIO or alternate (either in lieu of the program director, or when the Trainee does not believe a grievance has been adequately resolved by the program director) the DIO, or alternate, will meet with the Trainee within 10 business days of receiving the grievance letter.
2. After meeting with the Trainee, the DIO or alternate will review and consider the grievance in consultation with others as deemed appropriate and provide a written response to the Trainee within 15 business days of the meeting with the Trainee.
3. The DIO will submit a written response to the Program Director or alternate recipient, as applicable.
4. The DIO will exclusively recommend whether the person to whom the grievance has been filed against should be allowed to continue supervising interactions with the Trainee.