

*GMEC approved October 19, 2023*

**Background:** Formerly the Resident/Fellow Learning and Working Environment Policy

#### **4.5. Grievances**

##### **ACGME Institutional Requirements**

**4.5. Grievances:** The Sponsoring Institution must have a policy that outlines the procedures for submitting and processing resident/fellow grievances at the program and institutional level and that minimizes conflicts of interest. <sup>(Core)</sup>

**Objective:** UMKC SOM and each of its ACGME accredited and non-ACGME accredited Programs must provide both a learning and working environment in which Residents are able to raise grievances without intimidation or retaliation.

##### **Definitions:**

Grievance – a verbal or written expression of dissatisfaction by a Resident with the working or learning environment, a Program, or the faculty that may feel unjust and/or unfair and that may affect the Resident's ability to carry out the duties as required by the ACGME and the Program.

Grievances include the following:

- a. A Program's consistently exceeding the ACGME Duty Hour requirements without regard to the Resident's well-being.
- b. A Resident's feeling unsafe and/or unprotected due to lack of security provided by the Program or an affiliated site.
- c. A disciplinary action other than a Reportable Action brought forth by a Program Director (PD) because of a Resident's misconduct.
- d. Inappropriate behavior, including mistreatment, by any member of the clinical learning environment (other than behavior or conduct, such as discrimination or sexual harassment, which constitutes grounds for referral to the UMKC Equity Office).

The following are NOT grievances:

- a. Decisions regarding and/or documentation of academic deficiencies or remediation.
- b. Establishment and revision of employee benefits.
- c. Content of Policies, Procedures, and other rules applicable to Residents.
- d. Work and duty assignments.



**Procedures:**

1. A Resident may report a grievance to the Resident's PD, an Ombudsman, or the Designated Institution Official (DIO).
  - a. The Residents select two faculty Ombudsmen to serve as their advocates.
  - b. To view a description of the principles and role of the Ombudsman, or contact an Ombudsman, a Resident may contact the GME Office or through the link:  
<https://med.umkc.edu/about/policies/ombudsman-principles-policy.html>.
  - c. If the Resident requests confidentiality, that will be maintained to the extent reasonably possible.
2. Resolution of Grievances
  - a. The Resident may discuss the grievance with the PD, Ombudsman, or DIO, who shall make a good faith effort to resolve the grievance informally.
  - b. The Resident may be referred to other resources to assist with resolving the grievance, or the PD, Ombudsman, or DIO may facilitate resolutions with other individuals.
  - c. If the grievance is not resolved informally, the Resident shall submit the grievance in writing, to the DIO with all the pertinent information supporting the grievance, and a statement of the relief requested.
  - d. Within ten (10) calendar days after receipt of this notice, the DIO shall meet with the Resident and attempt to reach a resolution. The DIO shall determine whether further meetings or investigation, or involving other individuals would be helpful to resolve the grievance.
  - e. Within five (5) calendar days after completion of the meetings and investigation, the DIO shall notify the Resident of the resolution, which shall be final.
3. The DIO shall provide periodic reports to the GMEC about grievances that have been substantiated.

Administered By:

A handwritten signature in black ink that reads "Phil Byrne". The signature is written in a cursive, flowing style.

Phillip D. Byrne, EdD  
Associate Dean of Graduate Medical Education