

MCW Trainee Policy

Complaints and Grievances by NonACGME Trainees Regarding the Educational or Professional Environment

Purpose

We are committed to providing a professional learning environment and supportive culture for all trainees. This policy describes the procedure to use regarding trainee concerns that may arise during training regarding unfair treatment by the faculty, staff or other trainee. Such complaints and grievances include, but are not limited to, evaluations, probation, non-promotion to the next level of training or the professional environment.

Definitions

Complaint: An oral statement provided by a trainee member to the Program Director or other member of the staff expressing dissatisfaction with some aspect of the program, a faculty member, another trainee member or other program related issues which has resulted in a negative impact to the complainant.

Grievance: A written statement provided by a trainee member to the Program Director or Department Chair expressing dissatisfaction with some aspect of the program, a faculty member, another trainee member or other program related issue which has resulted in a negative impact to the complainant.

Policy

Trainee may assert a complaint or grievance as outlined below. Retaliation against trainee for asserting a complaint or grievance will not be tolerated. Every effort will be made to resolve the complaint or grievance fairly and promptly.

Complaint and Grievance Process

Trainee concerns, complaints and grievances regarding the work environment, evaluations, probation, or non-promotion to the next level of training should be addressed using the following process:

1. Trainee should address concerns or complaints with the appropriate person(s) in a professional manner.
2. Trainee may raise concerns either verbally or in writing to his/her Program Director. If the complaint is provided verbally, it is the responsibility of the individual receiving the complaint to summarize the complaint in writing and request the Trainee member to confirm that the summary accurately reflects the substance of their concern.
3. If the trainee does not feel comfortable raising an issue with his/her Program Director, or if there is dissatisfaction with the Program Director's response or action, the trainee should contact the Division Chief or Department Chair.
4. If the complaint remains unresolved after taking the above steps, the trainee should report his/her complaint or grievance to the Associate Dean of Graduate Medical Education or the MCW OMBUDS office. In this case, an alternate person may be identified to review the matter who may consult with other faculty, the Program Director,

the Chair of the Department or other senior leaders of the Medical College of Wisconsin to gain additional insight and to facilitate a resolution of the complaint.

MCW Neuropsychology Due Process

Should the fellow disagree with components of the Competency Development Plan, the fellow has the opportunity to appeal what is in the competency development plan.

In New Innovations, the fellow completes an open text box to initiate an Appeal.

This appeal should include a detailed description of the trainee's rationale for disagreement. At minimum, it should list the items the fellow disputes and include a description as to why for each item.

A notification of appeal is sent to the appointed faculty member (whoever has taken ownership of the competency development plan).

Details of the disputed items in the appeal (including descriptions for each item) go to assigned mediator (i.e., Amy H. for adult faculty and Sara S. for peds faculty).

The mediator reviews the Competency Development Plan and the Appeal. An individualized plan is then established to resolve the dispute.

The proposed plan of action for dispute resolution is then reviewed with the fellow and involved faculty as necessary. Revisions will be made to the Competency Development Plan as appropriate.

Should a resolution for the Competency Development Plan not be reached, the fellow and faculty are responsible for contacting the MCW Ombuds Office at 414-266-8776 (Confidential Line) mcw.edu/Ombuds

The screenshot shows the MCW Ombuds Office website. The top navigation bar includes links for 'About Us', 'Contact Us', 'Professional Links', and 'Self-Help Tools'. A large banner features the text 'Rough Waters? The Ombuds Office 414-266-8776 mcw.edu/Ombuds'. Below the banner, the 'Contact Us' section provides information on how to reach the office, including a list of staff members: Natalie Peary, MD; Peter Lurie, MD, MEd; and Michele Shultz, PhD. It also includes a confidentiality statement and a disclaimer.