

Policy	
TITLE: Grievances and Complaints	
ISSUING DEPARTMENT: Graduate Medical Education Committee Creighton University School of Medicine- Phoenix	ORIGINALLY ISSUED: 02/06/23
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PURPOSE

The purpose of the policy is to describe and establish a confidential mechanism to resolve grievances or problems fairly and promptly without fear of reprisal. **Grievances regarding disciplinary action related to performance are addressed in the Academic Appeals and Due Process Policy.**

PROCEDURE

1. HSP will discuss grievances or problems with the faculty advisor or program director. If HSP is not satisfied with the outcome of this verbal discussion, the HSP shall submit their concern(s) in writing to the program director's attention within seven (7) calendar days of the incident.
 - a. The written concerns should include a detailed description of the grievance and the specific remedy requested by the HSP to resolve the grievance or problem.
 - b. The program director will consult the DIO, Graduate Medical Education (GME) Office and/or Human Resources as needed.
 - c. The program director shall respond to the HSP grievance in writing, with a copy to the DIO, within seven (7) calendar days of receipt of the written concern.
2. If the HSP is not satisfied with the program director's response, the HSP shall send their concern(s) in writing to the DIO within seven (7) calendar days of receipt of the program director's written response.
 - a. The written concerns should give a detailed description of the grievance and the specific remedy requested by the HSP to resolve the grievance or problem.
 - b. Upon receipt of the written grievance, the DIO shall acknowledge to the HSP in writing within seven (7) calendar days. The DIO shall notify the appropriate clinical affiliate leadership of the grievance upon receipt as needed.
 - c. The DIO shall meet with the program director and the HSP to resolve the grievance. If a consensus can be reached, the resolution shall be documented in writing with a signed acknowledgment by all parties.
 - d. If a consensus cannot be reached by the DIO, the program director, and the HSP, then the matter shall be referred to the DIO for GME-Omaha whose written recommendation shall be binding.

CONFIDENTIAL GRIEVANCE REPORTING

If HSPs wish to file an anonymous grievance, they may do so by submitting the report via EthicsPoint, Creighton's confidential reporting system.

See <https://my.creighton.edu/generalcounsel/compliance/reporting/>

SCOPE

The policy applies to all Creighton University School of Medicine-Phoenix (CUSOM-PHX) House Staff Physicians (HSP) and their respective training programs, that are Accreditation Council for Graduate Medical Education (ACGME) accredited or meet the criteria in the Non-ACGME Programs Policy.

This policy and procedure are intended to address complaints or concerns related to training issues, conditions of employment, educational policies, and support. It may not be invoked for matters that

relate to HSP performance (academic progression, job performance, or professional issues). Any matters already covered by separate Creighton University policy and process shall be referred to those processes, including but not limited to matters subject to the jurisdiction of the Office of Title IX & Civil Rights Compliance (example: harassment and discrimination) and matters subject to the jurisdiction of the Office of Research Compliance (example: research misconduct).

ADMINISTRATION AND INTERPRETATIONS

The Graduate Medical Education Committee – Creighton University School of Medicine-Phoenix is responsible for the administration of this policy and may interpret its provisions as needed.

AMENDMENTS OR TERMINATION OF POLICY

This policy supersedes all program level policies regarding this area/topic. In the event of any discrepancies between program policies and this GME policy, this GME institutional policy shall govern. The University reserves the right to modify, amend or terminate this policy at any time.

ACGME ACCREDITATION STANDARD REFERENCE

4.5 Grievances

Summary of Actions and Reportability

Action	Subject to Academic Appeals and Due Process Policy	Subject to Grievances and Complaints Policy	Reportable ²	Retain in Resident File
Remedial¹				
Informal Counseling	No	No	No	No
Structured Feedback	No	No	No	No
Under Review status	Yes	No	No	No
Corrective				
Dismissal	Yes	No	Yes	Yes
Noncertification	Yes	No	Yes	Yes
Non-promotion	Yes	No	Yes	Yes
Non-renewal	Yes	No	Yes	Yes
Probation	Yes	No	Yes	Yes
Suspension	Yes	No	Yes	Yes
Grievance (Examples³)				
Call schedules, vacation schedules, work and duty assignments, scheduling changes, environmental work issues	No	Yes	No	No
Communication challenges with peers, faculty, patients, care team and staff	No	Yes	No	No
Routine performance evaluations or evaluations of patient care competencies (unless they result in an adverse action, and then the appealable issue is the adverse action itself)	No	Yes	No	No

¹ Details of any remedial actions may also be disclosed to third parties, where HSP provides consent to disclose performance history.

² Where required by applicable state law, corrective actions shall be reported to the state licensing board. Corrective actions may also be disclosed to third parties, including prospective employers, where HSP provides consent to disclose performance history.

³ These examples are not all inclusive or exhaustive. When in doubt consult with the Program Director or GME Office.

Any matters already covered by separate Creighton University policy and process shall be referred to those processes, including but not limited to matters subject to the jurisdiction of the Office of Title IX & Civil Rights Compliance (example: harassment and discrimination) and matters subject to the jurisdiction of the Office of Research Compliance (example: research misconduct).