

**GRIEVANCES AND COMPLAINTS
(Non-Academic Issues & Non-Discrimination)**

Residents* may raise and resolve issues without fear of intimidation or retaliation. The Associate Dean and Designated Institutional Official (DIO) -- who serves as Chair of the Graduate Medical Education Committee (GMEC) -- and the Director for Graduate Medical Education (GME) maintain open door policies so concerns can be addressed at any time. Additional mechanisms for communicating and resolving issues include the following:

- Grievances regarding academic or other disciplinary actions are processed according to the GME Academic Appeal policy. This includes dismissal from the program.
- Grievances related to the work environment or issues concerning the program or Faculty that are not related to disciplinary or academic adverse actions can be addressed by discussing problems with a Chief Resident, Program Director, Departmental Chair, individual Program Evaluation Committees (PEC's), or Resident members of the GME Committee (GMEC)..
- The House Staff Association and its officers have full access to GME institutional leadership. Residents are encouraged to contact House Staff Association Officers to express concerns or to provide input regarding educational issues, the work environment, or other areas of concern. The names of House Staff Association Officers are available on the New Innovation Intranet.
- Another mechanism for dealing with Resident problems and complaints is via the Graduate Medical Education Committee (GMEC). This committee oversees GME at the UTCOM Chattanooga. Membership includes all Program Directors, Chairs, the Dean, DIO, Director of Finance and Administration, Director for Graduate Medical Education, the UT Attorney, the House Staff Association President, and peer-selected Resident representatives from each program. The GMEC meets monthly, the third Tuesday of each month (except December and June) at 5 PM. Residents can ask the House Staff President or their specific program resident representatives to bring up problems/issues at these monthly meetings.
- Residents may also submit comments or concerns anonymously through the Confidential Resident Comments: <http://www.comchattanooga.uthsc.edu/subpage.php?pageId=1075>.
- Any complaints of illegal discrimination including sexual harassment are processed in accordance with the University's EEO/Affirmative Action policies and should be directed to the UT College of Medicine Chattanooga Director of Finance and Administration since she serves as the local Equity & Diversity Officer for our campus (423-778-7840, 960 East Third Street, Suite 100, Chattanooga, TN 37403). She will coordinate with the UT Health Science Center Office of Equity & Diversity (901-228-2112, 920 Madison Avenue, Memphis, TN 38163). Complaints must be put in writing and filed within 300 calendar days of the alleged discriminatory action. In certain circumstances, at the discretion of OED, complaints filed outside of this time limit or that are not submitted in writing may still be investigated.

*The term "Resident" refers to both Resident and Fellow trainees.

Revised and Approved by the GMEC 5/16/2017. Administrative edits 5/8/2019.