

# GRIEVANCE AND DUE PROCESS

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Non-reportable, reportable and adverse actions should include input from the Clinical Competency Committee, the program director and the departmental chair. Collectively, these actions are considered to be a departmental response.

The grievance process is available to residents as a formal, structured process for review of resident dissatisfaction with departmental response impacting the resident's training.

The University of Tennessee Graduate School of Medicine cannot compel participation in the formal grievance process by peers, medical staff, patients, or other witnesses, even if such is requested by a resident seeking review. At any of the levels of review, failure to submit a written request(s) within the time period(s) stated below will constitute waiver of all rights to subsequent appeal.

## **Institutional Review**

1. The resident may appeal a departmental response by submitting a written request to the DIO within ten (10) working days following notification of the action.
2. The resident's written request must include:
  - the reason(s) the resident feels the action is unwarranted
  - any information, documents and materials the resident wants considered
  - the names of witnesses the resident would like called to the review
3. The DIO will convene a review panel that will consist of at least three (3) members to include faculty and at least one resident, from departments other than the resident's program.
4. The review will be scheduled within thirty (30) working days of the resident's request. The DIO will determine the time and site of the hearing in consultation with the resident and program leadership. Legal counsel will not be permitted in the hearing. The DIO or designate will preside at the hearing but will not be a voting participant.
5. The DIO in consultation with the departmental representatives and the resident will determine the duration of the presentations and the potential attendees at the review. The resident will have a right to request documents for presentation and the participation of witnesses. The DIO at his/her discretion will invite the latter, following consultation with the review panel.
6. The format of the review will include a presentation by the resident, a presentation by a departmental representative, an opportunity for response by the resident, followed by a response of the departmental representative. Time will be allotted for a period of questioning by the review panel.
7. A decision will be made by a majority vote of the review panel. The DIO, on behalf of the panel, will communicate both verbally and in writing the final decision to the resident within ten (10) working days after the review.

**Reviewed and Approved by GMDEC September 2013**  
**Revised and Approved by GMDEC August 2014**