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GRIEVANCE POLICY

Grievances are defined as complaints about situations affecting the resident that s/he believes are arbitrary, illegal, unjust, or create unnecessary hardship. These generally involve issues of the work environment, academic program, faculty, etc., and can be addressed through the following process (with the exception that complaints of harassment are addressed under the University's Guidelines on Sexual Harassment). The University Harassment website is http://hr.ufl.edu/manager-resources/policies-2/sexual-harassment/.

- Prior to invoking the grievance process, the resident is strongly encouraged to discuss the situation with the person(s) alleged to have caused the grievance. Alternatively, the resident may choose to present the grievance in writing to the person(s) alleged to have caused it. The resident should also keep in mind that other individuals may be able to assist where appropriate, including but not limited to the program director, department chair, and representatives to the GMEC and Resident GMEC.

- If the resident decides not to discuss the grievance with the person(s) alleged to have caused it, or is not satisfied with the response, the resident may present the grievance to the Designated Institutional Official (DIO) or the DIO's designee. The DIO (or designee) will meet with the resident and review the grievance. After any necessary investigation, the decision of the DIO (or designee) will be communicated to the resident in writing and will be final.

- In instances where there may be a conflict of interest, the DIO may designate another institutional dean to review the grievance, complete the investigation, and make a final decision.