Grievances

Scope

The policy applies to all residency and fellowship programs at CCHS.

Purpose

The Sponsoring Institution must have a policy that outlines the procedures for submitting and processing resident/fellow grievances at the program and institutional level and that minimizes conflicts of interest.

Policy and Guidelines

1. Grievance Process:

Residents/Fellows are encouraged to work within their respective training program to address and resolve any issues of concern to the residents/fellows, including concerns related to the work environment, faculty, or the resident/fellow's performance in their training programs.

Step One - The resident/fellow presents concerns related to the work environment, faculty, or the resident/fellow's performance in their training programs to the Chief Residents or Associate Program Director (as applicable), or the Program Director for resolution. Claims of harassment or hostile work environment based on one's race, color, religion, ethnicity, national origin, sex, sexual orientation, age, disability, veteran status, or other legally protected status should be directed to the College of Community Health Sciences' Designated Harassment Officer (affiliated with the Dean's Office).

Grievances other than those described above, or claims of discrimination, should be directed to the respective Program Director for review, investigation, and/or possible resolution.

Step Two - Complaints or grievances related to the work environment or issues related to the program or faculty that are not addressed satisfactorily at the program or departmental level should be directed to the Associate Dean for Academic Affairs. For cases that the resident/fellow believes cannot be addressed directly to the program or institution, CCHS will identify an Ombudsman to serve as an impartial third party for residents/fellows who believe their concerns cannot be addressed directly to their program or institution. The ombudsman will work to resolve issues while protecting resident/fellow confidentiality (see below).

There are additional procedures outlined in a separate Due Process Policy for residents/fellows to request review of certain academic or other disciplinary actions taken that could result in dismissal (revocation of the resident/fellow's appointment), non-renewal of a resident's agreement, or other actions that could significantly threaten a resident/fellow's intended career development.

2. Ombudsman:

In order to request an Ombudsman, contact the College's Designated Institutional Official (DIO), David Nichols at 348-7604 or donichols@ua.edu. The DIO, in conjunction with the CCHS Dean, will identify an Ombudsmen for the resident/fellow.

Referenced Policies: Due Process; Harassment