



Grievance Policy

Graduate Medical Education Committee - Policies and Procedures

Purpose

In order to comply with ACGME Institutional and Common Program Requirements, the University of Arizona College of Medicine - Tucson (UACOM-T) Graduate Medical Education Committee (GMEC) sets forth this policy to outline the procedures for submitting and processing Trainee grievances at the program and institutional level. The term “Trainee” includes residents, fellows, and non-standard training (NST) trainees.

All ACGME-accredited and NST programs at the UACOM-T will promote a fair and equitable process to address grievances raised by Trainees during their training. All Trainees must be informed of the process available to them to address grievances related to their training program and/or institution, and this process must ensure any potential conflicts of interest are minimized.

The ACGME Institutional Requirements (Reformatted, 2025) state:

3.2.d.1. The sponsoring institution must oversee mechanisms by which residents/fellows can report inadequate supervision and accountability in a protected manner that is free from reprisal. (Core)

4.5. Grievances: 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. (Core)

The ACGME Common Residency/Fellowship/One-Year Fellowship Program Requirements (Reformatted, 2025) state:

2.6.g./2.5.g. The program director must provide a learning and working environment in which residents/fellows have the opportunity to raise concerns, report mistreatment, and provide feedback in a confidential manner as appropriate, without fear of intimidation or retaliation.

2.6.h./2.5.h. The program director must ensure the program’s compliance with the Sponsoring Institution’s policies and procedures related to grievances and due process.

This policy does not apply to the following:

- a. **Concerns related to discrimination and harassment.** A Trainee with concerns related to potentially discriminatory or harassing conduct is encouraged to report the concern to University’s Office of Institutional Equity (OIE) at equity@arizona.edu or at 520-621-9449. If a Trainee reports discrimination or harassment through the GME grievance process, the grievance will be directed to OIE.

b. **Concerns related to non-disciplinary or disciplinary actions taken by the program.** Processes to address these concerns are outlined in the Procedures for Disciplinary and Non-disciplinary Action.

c. **Reports related to witnessed unprofessional conduct** can be reported confidentially to the Tucson Professionalism Program at [The University of Arizona College of Medicine – Tucson Professionalism Program](#).

Procedure:

Step 1.

1. Trainees are encouraged to first attempt to address any concerns related to their training through informal, collegial discussions.
2. Trainees who are dissatisfied with the outcome of informal methods of resolving concerns related to their training may submit a formal grievance to their program director. All grievances must be in writing and include:
 - a. A description of the nature of the problem;
 - b. The policy or procedure that may have been violated (if applicable);
 - c. Any steps already taken by the Trainee to informally resolve the issue; and
 - d. The requested action proposed to resolve the problem.
3. The program director will review the grievance and meet with the Trainee within 14 calendar days at a mutually agreeable time.
4. After meeting with the Trainee, the program director will provide a written response within 30 calendar days of the meeting. This allows time for the program director to review the situation and consider any factual information required to render a decision.
5. If after receiving the program director's response, the Trainee does not believe the grievance has been satisfactorily resolved, the Trainee may submit a grievance letter directly to the DIO. This written grievance must include:
 - a. A copy of the original formal grievance submitted to the program director;
 - b. A copy of the program director's response; and
 - c. An explanation of why the program director's response is unsatisfactory.
6. If the Trainee is not comfortable submitting a formal grievance to their program director, the Trainee may submit the formal grievance directly to the DIO. In this case, the written grievance must include:
 - a. The elements described above in #1; and
 - b. An explanation of why the grievance cannot be presented to the program director directly.

Step 2.

1. For grievances submitted to the DIO (either in lieu of the program director, or when the Trainee does not believe a grievance has been adequately resolved by the program director) the DIO, or designee, will meet with the Trainee within 14 calendar days of receiving the grievance letter, at a mutually agreeable time.
2. After meeting with the Trainee, the DIO will review and consider the grievance in consultation with others as deemed appropriate and provide a written response to the Trainee within 30 calendar days of the meeting with the Trainee.
3. Although every effort will be made to maintain confidentiality, grievances discussed with the DIO may require disclosure to Banner Health Human Resources or the Office of Institutional Equity, depending on the concern. The

University prohibits retaliation against individuals who report concerns of suspected non-compliance, provide information, or participate in an investigation or review process.

4. The DIO's decision is final and not subject to further internal review.
5. For grievances related to an alleged lack of compliance with ACGME requirements that are not adequately addressed at the program or institutional level, Trainees may file a complaint with the ACGME Office of Complaints at <https://www.acgme.org/residents-and-fellows/report-an-issue/>

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