



## Policy: **Concern/Complaint Policy**

Original Approval:	Effective date: June 9, 2004	Revision Date: April 16, 2014 (Editorial) August 13, 2014 (Editorial) April 8, 2015 (Editorial) October 2, 2020 (Editorial) April 13, 2023 (Editorial) October 10, 2024 (Editorial) November 20, 2024 May 21, 2025 GMEC
--------------------	---------------------------------	---

**In this document, “Resident” refers to both specialty Residents and subspecialty Fellows.**

### **Purpose:**

To ensure that Residents have a mechanism through which to express concerns and complaints regarding personnel, programmatic issues, or hospital training environment. Examples include but are not limited to concerns about faculty or peer behavior, supervision, working conditions, treatment/mistreatment, or others.

Note: For concerns related to patient care, reporting is best conducted through the hospital reporting systems.

### **Policy:**

The University of Colorado School of Medicine and Affiliated Hospitals encourage the participation of residents in decisions involving educational processes, resident treatment, and the learning environment. Such participation should occur in formal and informal interactions with peers, faculty and attending staff. Efforts should be taken to resolve questions, problems and misunderstandings as soon as they arise.

With respect to formal processes designated to address issues deemed as complaints under the provisions of this policy, each program must have internal reporting mechanisms and individuals known to Residents, through which Residents **have the opportunity to raise concerns, report mistreatment, and provide feedback in a confidential manner as appropriate, without fear of intimidation or retaliation.** The Program Director should be designated as the first point of contact for this process. Each program must also appoint a Trusted Advisor, defined as an individual removed from program leadership to provide an outside perspective and reassurance that the resident’s concerns will be handled confidentially.

If the Resident is not satisfied with the program level resolution, the individual is encouraged to discuss the matter with the Division Head or Section Chief or Department Chair. If no solution is achieved, or the resident chooses for any reason not to bring the concern to the previously noted leadership team members, the Resident may seek assistance from several other campus options:



- GME Associate Dean/Accreditation Counsel for Graduate Medical Education Designated Institutional Official (ACGME DIO) ([Geoffrey.Connors@cuanschutz.edu](mailto:Geoffrey.Connors@cuanschutz.edu))
- CUSOM [Office of Faculty Relations](#) (303-724-4776)
- CUSOM [Office of Equity](#) (303-315-2567)
- CUSOM Office of Diversity, Equity, and Inclusion
- CUSOM [Ombuds Office](#) (303-724-2950)

A flowchart and additional contact information available to all residents and fellows can be found online at [Resident Guide to Reporting a Problem or Concern](#).

### **Reporting an Issue Anonymously to the GME Associate Dean/DIO:**

Reports may be made non-anonymously, by contacting the Associate Dean for GME/DIO, as described above. The Office of Graduate Medical Education also maintains an anonymous reporting link on the GME website:

[https://ucdenverdata.formstack.com/forms/anonymous\\_report](https://ucdenverdata.formstack.com/forms/anonymous_report).

This form should not be used to submit patient safety event reports, which should be submitted through the appropriate hospital's reporting system.

Reports made anonymously through this link are sent to the GME Associate Dean/DIO. When an anonymous report is received, the GME Associate Dean/DIO will follow up in one of several ways:

1. Further outreach to the reporting party if requested and if identified.
2. Follow up with the first level of governing authority who has the authority to resolve the complaint.
3. If the first level of governing authority is the subject of the complaint, the Associate Dean for GME/DIO will notify the Department Chair, hospital leadership, or other supervisory authority in the appropriate chain of command.

The GME Associate Dean/DIO is a mandatory reporter or what is called a “responsible employee” (any employee who has the authority to hire, promote, discipline, evaluate, grade, formally advise, or direct faculty, staff, or students). As a mandatory reporter/responsible employee, the GME Associate Dean/DIO is required to inform the Equity Office if the report discloses alleged misconduct and possible violation of the University of Colorado Denver | Anschutz Medical Campus [Sexual Misconduct, Intimate Partner Violence, and Stalking Policy](#) or the [Nondiscrimination Policy](#) involving a CU employee.<sup>1</sup>

---

<sup>1</sup> <https://www.cu.edu/compliance/reporting>