

# University of Colorado School of Medicine

## Graduate Medical Education

Procedure: <b>Concern/Complaint Policy</b>		
Original Approval:	Effective date: June 9, 2004	Revision Date: April 16, 2014 (Editorial) August 13, 2014 (Editorial) April 8, 2015 (Editorial)

**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.

Note: For purposes of this policy, a complaint should involve issues relating to personnel, patient care and program or hospital training environment matters.

**Policy:**

The University of Colorado School of Medicine and Affiliated Hospitals encourage the participation of residents in decisions involving educational processes and the learning environment. Such participation should occur in formal and informal interactions with peers, faculty and attending staff.

Efforts should be undertaken to resolve questions, problems and misunderstandings as soon as they may arise. Residents are encouraged to initiate discussions with appropriate parties for the purpose of resolving issues in an informal and expeditious manner.

With respect to formal processes designated to address issues deemed as complaints under the provisions of this policy, each program must have an internal process, known to Residents, through which Residents may address concerns. The Program Director should be designated as the first point of contact for this process.

If the Resident is not satisfied with the program level resolution, the individual should discuss the matter with the Chair or Division Chief or Section Chief. If no solution is achieved, the Resident may seek assistance from the Graduate Medical Education (GME) Designated Institutional Official (DIO).

1. GME DIO should be consulted. [Carol.rumack@ucdenver.edu](mailto:Carol.rumack@ucdenver.edu) or 303-724-6027 (by phone is best for confidential reporting)
2. Housestaff Association (303-724-3039)
3. Office of Professionalism (303-724-7854)
4. For problems involving interpersonal relations, the Ombuds Office (303-724-2950) is the preferred venue to commence a confidential informal process apart and separate from the Resident’s parent department. The Ombuds Office is available to provide advice and counsel for Residents. It does not intervene nor serve as a liaison for Residents.