

**University of North Dakota School of Medicine & Health Sciences**  
**Graduate Medical Education Program**  
**Concern and Complaint Procedure**

**Resident/Fellow Concern and Complaint Procedure**

To ensure that Residents and Fellows are able to raise concerns and complaints, including witnessed student mistreatment, in a confidential and protected manner in an environment which fosters open communication without fear of intimidation and retaliation, the following options and resources are available and communicated to Residents, Fellows, and Faculty annually.

**Step One**

Discuss the concern or complaint to your Chief Resident, Program Coordinator, Associate Program Director, Campus (Resident) Advocate, and/or Program Director (PD), as appropriate.

Pertaining to witnessed student mistreatment, discuss with your PD, DIO, Associate Dean for Student Affairs & Admissions, or Assistant Dean of Phase 2/Phase 3. The PD or DIO will elevate such concerns as appropriate to the Associate Dean for Student Affairs and Admissions while protecting any requests for anonymity by the resident/fellow.

**Step Two**

If the concern or complaint involves the Program Director and/or cannot be addressed in option one, Residents and Fellows have the option of discussing issues with the respective Department Chair as appropriate.

**Step Three**

If you are not able to resolve your concern or complaint within your program, contact the Graduate Medical Education Designated Institutional Official (DIO) [kim.becker@UND.edu](mailto:kim.becker@UND.edu) (701-777-6716) or;

- [Anonymous Reporting Form on the GME website](#)

Within 15 business days of receipt of report, the DIO will complete the investigation, including documenting the report and resolution. Alternatively, the DIO may delegate the investigation and be apprised of findings. When a name is provided, the DIO and/or the DIO's delegate(s) will communicate the outcome of the report to the resident/fellow within 15 business days. When a name is not provided, if fitting and appropriate, as determined by the DIO, the resolution will be communicated to residents/fellows within the program.

**University of North Dakota School of Medicine & Health Sciences**  
**Resident/Fellow Grievance and Appeal Policy**

In instances of UND SMHS discipline of Residents/Fellows or grievances, please refer to the online [Resident/Fellow Grievance and Appeal Policy](#) for detailed information regarding process.

Approved by GMEC 11/14/17

Approved by GMEC 2/9/21

Approved by GMEC 11/8/22

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