

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 as appropriate.

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@ndus.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. When a name is provided, the DIO 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.

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Resident Fair Process and Grievance Procedure

In instances of UNDSMHS discipline of Residents, please refer to the online [Resident Fair Process and Grievance Procedure](#) for detailed information regarding process.

Approved by GMEC 11/14/17

Approved by GMEC 2/9/21