

Complaint Resolution Process

Policy

A process to address Complaints needs to be fair and addresses the needs of both parties.

Procedure

Dispute Resolution

Staff

Issues of dispute amongst staff members should try to be resolved between the parties. If a resolution

cannot be reached, then the dispute will escalate to the Director of Simulation Education and Operations. The Director of Simulation Education and Operations may handle the dispute or choose to refer the parties to UVM Human Resources. With regard to daily operations and functional responsibility of staff, the Director of Simulation Education and Operations has the authority to make final decisions.

Staff and Instructor

Issues of dispute amongst staff members and instructors should try to be resolved between the parties. If a resolution cannot be reached, then the dispute will escalate to the Director of Simulation Education and Operations. The Director of Simulation Education and Operations may handle the dispute and may consult the Director of Clinical Simulation.

Faculty/Staff Instructors and Learners

Issues of dispute amongst staff members and learners should try to be resolved between the parties. If a resolution cannot be reached, then the dispute will escalate to the Director of Simulation Education and Operations. The Director of Simulation Education and Operations may handle the dispute or choose to consult the Director of Clinical Simulation and/or the learner's course, program or institutional leader.

Medical Students, Residents and Fellows

Learning Environment

- The College of Medicine is committed to creating and maintaining a learning environment that supports and encourages respect for every individual, and promotes the development of professionalism in medical students.
- All faculty, staff, medical students and residents on the UVMMC campus, and across all instructional sites, share responsibility for creating a positive and supportive learning environment. Our goal is to create a culture that enhances patient care, scholarship and research, Commitment to the healthcare needs of society, and the ability of all members of the College of Medicine community to interact and carry out their responsibilities in the best way possible.
- Professionalism: As part of their formal training, medical students learn the importance of demonstrating the attributes of a professional and understand the balance of privileges and obligations that the public and the profession expect of a physician. The importance of understanding and possessing the professional attributes expected of physicians is emphasized

Throughout the Vermont Integrated Curriculum, beginning with Orientation, continuing throughout the Foundations curriculum, and further developed in the third and fourth year clinical experiences.

- Policies and Standards: The policies and standards that outline the College of Medicine expectations of professional conduct include:
Statement on Medical Professionalism
Tenets of Professionalism
Student Honor Code
Positive Learning Environment and Mistreatment Prevention Policy
Procedure for Reporting Violations of the Positive Learning Environment and Mistreatment Prevention Policy
General Guidelines for Medical Student Appearance
Guidelines for Appearance in a Health Care Setting
- For additional University of Vermont College of Medicine policies, please refer to the Medical Student Handbook.

Learning Environment and Professionalism

Students can refer to <https://www.med.uvm.edu/mededucation/learningoverview> or

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LCOM CNHS Student Concern Policy

<http://www.uvm.edu/~cnhs/?Page=services/forms/default>.

There are many avenues available for students to discuss concerns or provide suggestions about different aspects of the undergraduate or graduate program. Here are the mechanisms provided to address concerns:

- Discuss your concern with the relevant party. Meeting directly with the person whose classroom, supervisory or administrative policy or action is in question is always the best first step since it addresses the concern where it arises.
- Discuss your concern with your advisor. If discussions with the relevant party prove Unsuccessful, or if you feel more Comfortable speaking to your advisor, they will be happy to speak with you confidentially.

- Discuss your concern with the Department Chair. The Department Chair will be glad to meet with you to discuss concerns that you may have about any aspect of your program. If you wish to discuss concerns that pertain to a specific faculty or staff member then your decision about confidentiality will be respected.
- Contact the Office of Student Services in the College of Nursing and Health Sciences.
- You may send an email directly to the administrator in the Office of Student Services requesting that your concern be shared anonymously with the Chair of your department, Graduate Program Director, or both depending on the concern. Send your e-mail to Erica.Caloiero@uvm.edu.
- You may request a meeting with the Office of Student Services administrator to share your concern and dialog about how to resolve it. This step represents an action that goes beyond the Department and might be helpful if you are concerned about basic department policy that may differ from the college guidelines or if you believe the department mechanism would not be sufficient. To request a meeting, e-mail the administrator in the Office of Student Services, Erica.Caloiero@uvm.edu.

You may complete the online student concern form:

http://www.uvm.edu/cnhs/?Page=student_concern_form.html

Students with a grievance about a course grade should follow the instructions outlined in the UVM Grade Appeals Policy found at:

<http://www.uvm.edu/~uvmppg/ppg/student/gradeappeals.pdf>

UVMCC Nursing and Research:

