Official Procedure  
Graduate Medical Education  

Raising Problems and Concerns  

Effective 09/01/2016

UT Southwestern is committed to providing a learning and working environment in which residents/fellows have the opportunity to raise concerns and provide feedback without intimidation or retaliation and in a confidential manner as appropriate. All GME programs at UT Southwestern will promote fair, reasonable, efficient and equitable resolutions for general grievances that may arise in the course of residency and/or fellowship training.

Residents/Fellows who have concerns or may be experiencing problems have multiple options through which their issues may be raised in a safe manner:

- Many problems and concerns can be resolved quickly and effectively through informal notification and/or negotiation with a supervisor. Supervisors may include chief residents, senior fellows, faculty, and Program Directors.
- UT Southwestern’s Chief Resident Council serves as a forum that allows residents/fellows from within and across our GME programs to communicate and exchange information with each other relevant to their programs and their learning and working environment. Every resident/fellow has the opportunity to raise a concern to the forum, either directly in person at a scheduled meeting or through their program’s Administrative Chief Resident or Fellow Representative.
- The Chief Resident Council also maintains an electronic Resident and Fellow Forum that is available to all residents/fellows. This electronic forum may be used by any resident/fellow to raise concerns, discuss problems. At the option of the resident raising the concern/problem, any such issue raised to the Chief Resident Council—either in person or electronically—may be presented to the Designated Institutional Official (DIO) and the Graduate Medical Education Committee (GMEC).
- Residents may submit their concern(s) in writing to their Department Chairperson. The Chairperson will provide a timely, written decision regarding the concern. Many Department Chairs may prefer to have concerns presented to them informally before receiving written notification. Such informal notification is, however, not required.
- The DIO is the individual with authority and responsibility for the oversight and administration of each of UT Southwestern’s GME programs. Residents and fellows are invited to contact the DIO regarding any concerns or problems either in person (B5.208a), by phone (214-648-6451) or via email (David.Weigle@UTSouthwestern.edu). The DIO can also be contacted anonymously through the Messaging Center in MedHub. Alternatively, and in the event that written notification to a Department Chairperson fails to provide a satisfactory resolution, concerns may be submitted to the DIO in writing. The DIO will provide a written, final, and binding decision regarding written grievances he may receive.
- The Compliance Hotline provides a confidential way to report known or suspected violations of laws, statutes, rules, regulations, or policies by phone or web. The Compliance Hotline can be reached by calling 877-507-7319 or by logging on to utsouthwestern.net/hotline. Reports may be made to the Compliance Hotline 24 hours a day, 365 days a year. UTSW has contracted with an outside company for its operation of the Compliance Hotline. Reports to the Compliance Hotline are not traced or recorded. When callers choose to identify themselves, their identity will be kept confidential to the fullest extent possible or as permitted by law.
Although informal approaches to concerns and problems are encouraged and often very effective, residents/fellows may avail themselves of any of the options listed above at any time, regardless of whether any other specific option may have been previously attempted or not. No resident/fellow will be penalized, disciplined, or prejudiced for exercising the right to present a concern/grievance or for aiding another resident/fellow in the presentation of a concern/grievance. Retaliation against a resident/fellow for raising a concern/grievance in good faith or for assisting in the investigation of such a concern/grievance is strictly prohibited.

*These procedures are not applicable for grievances concerning academic or job performance, Corrective Action, or discrimination. Contact the GME Office for clarification about procedures in those instances.*