

Intra-Departmental Grievance Policy

A resident is entitled to a hearing of any grievance or any event or decision which may affect the well-being or the future of the resident. This includes sexual harassment, probation, dismissal, non-renewal of contract, any occurrence or action which is perceived by the resident as unfair, or if the resident feels the program is not in compliance with the educational standards published by the Commission on Dental Accreditation. A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653. A copy of the policy and procedures of the Commission is also available in the Department of Oral and Maxillofacial Surgery offices.

If a resident has a grievance, he/she shall state the grievance in writing (two single spaced pages maximum, 10 point print, 8x11 page), and submit it to the Program Director within 14 days of the event/decision in question. Other documents in support of the complaint may be attached. If the Program Director of Oral and Maxillofacial Surgery is the subject of the grievance, it may be submitted to the Chairman of the department. The Chairman of Oral and Maxillofacial Surgery will consider the grievance and shall appoint a committee of two faculty members and one senior resident to consider the grievance. The most senior faculty member shall serve as committee chairman. The residency coordinator will be present to minute the meeting. A meeting of the committee shall be called and the complainant shall have 20 minutes without interruption to present his/her case to the faculty. The resident may have an ombudsman or an attorney present, however they may not verbally participate at the grievance. The complainee shall have 20 minutes without interruption to present his/her rebuttal and shall submit the rebuttal in writing (2 single spaced pages maximum). Other documents supporting the complainee's position may be attached. The committee may ask questions of either or both sides for clarification, shall then excuse the complainant and the complainee, and shall deliberate and vote. The recommendations of the committee shall be submitted in writing to the Chairman of Oral and Maxillofacial Surgery (unless the Chairman is the subject of the grievance, then the duty falls to the next senior most faculty). If the complainant is not satisfied by the decisions of the Chairman (or his/her surrogate), he/she may appeal the decisions by submitting the complaint to the Graduate Medical Education Committee. Alternatively, in the event that the Chairman and the Program Director or multiple faculty members are the subjects of the grievance, the complainant may submit their grievance directly to the Graduate Medical Education Committee ([Due Process Hearing Procedure \(GMS-C\)](#)).

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The mission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.