

**TORONTO GENERAL HOSPITAL/ MCGILL UNIVERSITY HEALTH CENTRE  
HIV SPECIALTY RESIDENCY PROGRAM**

***RESIDENT GRIEVANCE POLICY AND PROCEDURE***

**RESIDENT APPEAL DUE TO ILLNESS, PERSONAL OR FAMILY PROBLEMS  
etc.**

- If a resident considers himself/herself to be at risk of failing to meet the standards of a rotation by reasons of illness, personal or family problems, etc., the resident may file a petition to the residency program director(s) prior to receiving the preceptor's final evaluation, requesting that the rotation be marked "incomplete". A physician's note is required if medical illness is the basis of the petition.
- If the resident is granted "incomplete" status for a rotation, he/she must make arrangements through the residency program director(s) to complete a makeup rotation.

**RESIDENT COMPLAINT**

- If a resident has a particular problem or complaint, he/she should first attempt to resolve it on his/her own by consulting with the appropriate residency program personnel [rotation preceptor and/or residency program director(s)].
- If the complaint cannot be resolved at the level of residency director(s), then the resident may present the complaint in written form to the Pharmacy Executive Director(s).
- The written complaint should include:
  - A description of the complaint
  - Include related dates and timelines, names of individuals, and programs involved
  - Copies of any documents that support the complaint
  - A description of steps that were taken to try to resolve the issues
  - A statement of the action the resident is looking for from the Pharmacy Executive Director(s)
  - The letter should be signed and dated by the resident
- The Pharmacy Executive Director will review the complaint and consult the Residency Advisory Committee at his/her discretion, and provide judgment on the issue within 10 business days of complaint receipt. The decision of the Pharmacy Executive Director will be final.
- This policy does not include resident appeal of program dismissal. (See below)

## **RESIDENT APPEAL OF PROGRAM DISMISSAL**

- The appeal must be submitted in writing to the Residency Advisory Committee (RAC) within 10 working days of dismissal. This group, excluding the residency program directors will provide judgement on the case.
- Failure to appeal within the prescribed 10 days shall constitute waiver of the option of appeal and acceptance of the dismissal of the resident.
- The RAC will set a time, date and place to hear the case. This will be done within 30 days of written receipt of the appeal.
  
- Prior to the hearing, the resident, residency director(s), Pharmacy Executive Director, and RAC shall receive copies of:
  - The pharmacy department resident file: including all reports, evaluations and recommendations related to performance and dismissal
  - The resident letter of appeal
  - Any other material submitted related to the facts and statements concerning the reasons for dismissal. Note: Additional material submitted by the resident or residency program director(s) and/or Pharmacy Executive Director must be received by the RAC within 5 days prior to the hearing. Material shared after this date will not be allowed into evidence.
  - All documents shall be deemed confidential and returned to the department office after a decision is rendered.
  
- At the hearing the resident will be given an opportunity to present his/her case to the RAC. Failure of the resident to attend the hearing shall constitute waiver of the option of appeal and acceptance of the dismissal of the resident.
  
- Similarly the residency program director(s) and /or Pharmacy Executive Director will be given an opportunity to present their case to the RAC.
  
- The RAC will then meet in private to discuss the evidence presented. This group will then provide judgment on the case. The decision of the RAC will be final.