

## HIV ADVANCED (YEAR 2) PHARMACY RESIDENCY

### 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 directors/coordinators prior to receiving the preceptor's final assessment, 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 coordinator(s) to complete a makeup rotation.
- If a resident considers himself/herself to be at risk of failing to meet the standards of completing the residency project or other program requirement by reasons of illness, personal or family problems, etc., the resident may file a petition to the residency program director/coordinators. A physician's note is required if medical illness is the basis of the petition. If accepted by the residency director/coordinators and/or the RAC, appropriate supports and resources will be identified, and measures undertaken to best allow the resident to complete fulfillment of the program requirements. These may include extension of the project deadline, or temporary program interruption as applicable to the circumstances.

#### 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, residency program coordinators and/or 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 UHN 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.



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- This policy does not include resident appeal of program dismissal. (See Disciplinary Action Policy and Procedure)

*Last updated August 2019*