
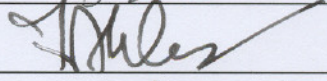
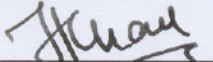


Aga Khan University
Postgraduate Medical Education
Grievance Policy for PGME trainees

Issue Date	:	July 01, 2009	Policy Number	:	PGME/110/09
Revision #	:	-	Effective Date	:	July 01, 2009
Approved By	:				
Associate Dean, PGME					
Dean, Medical College					
Medical Director & Associate Dean, Clinical Affairs					

1. POLICY STATEMENT

PGME Trainees (Residents / Fellows / Interns) can bring to management's attention any grievances/ concerns that they face, and these concerns will be addressed through a fair and transparent formal procedure.

2. SCOPE

All PGME trainees registered under the Internship, Residency and Fellowship programmes.

3. DEFINITIONS

a. **Grievance**

A grievance is the belief by any PGME trainee that a specific established policy, practice, procedure, and rule or regulation has not been applied equitably as it affects the trainee.

Conditions of training include all matters pertaining to the administration of PGME policies, rules and regulations as set forth by the PGME management.

b. **Grievant**

A grievant is the person lodging the grievance.

4. OBSERVATIONS

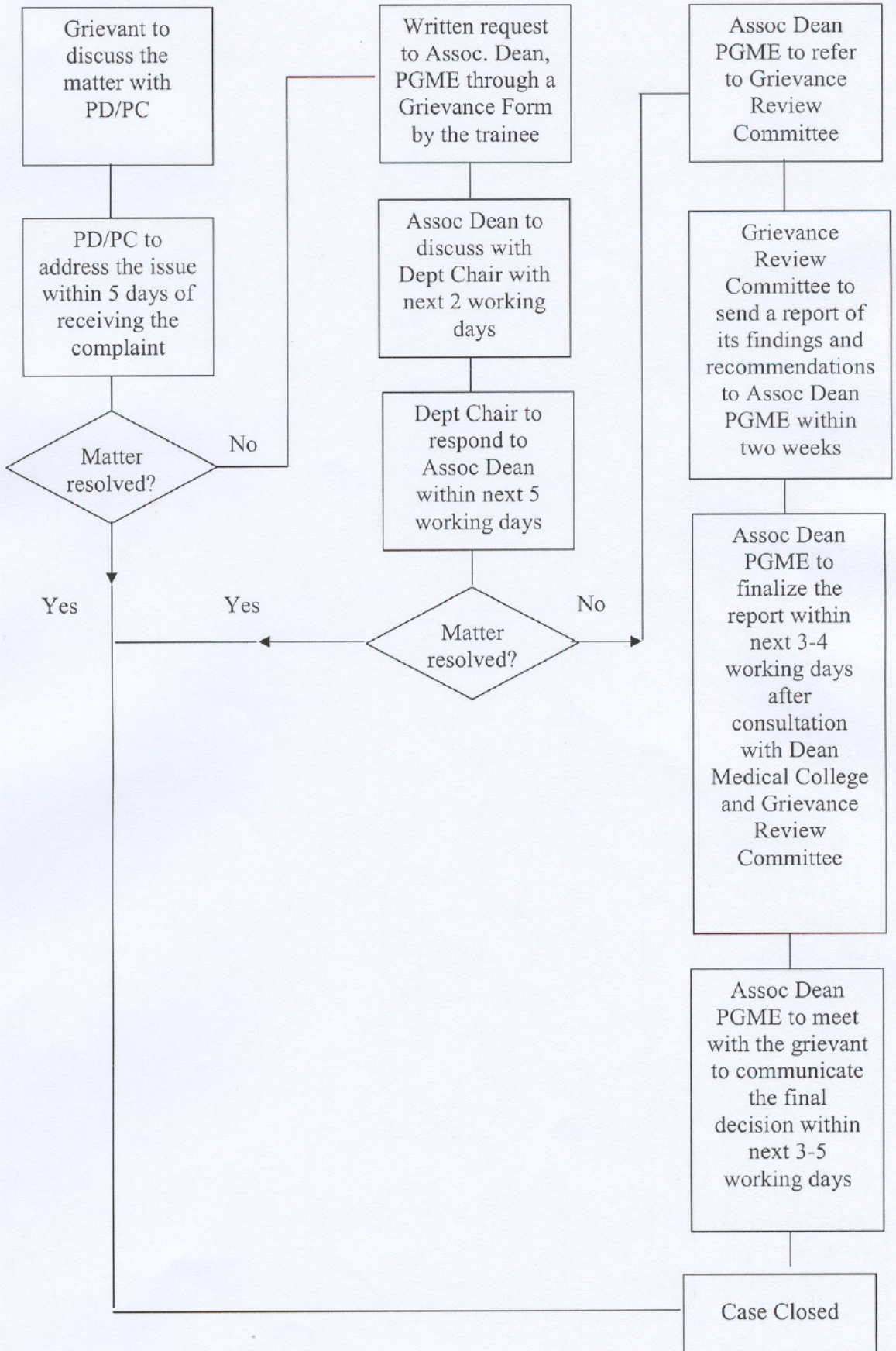
- a. A grievant should bring the matter to the attention of the management as per the procedure outlined in this policy. All the complaints/ concerns shall be made as promptly as feasible after the occurrence so that the same may be addressed timely. Delayed reporting will hamper required guidance to trainee or required corrective measures.
- b. Complaints/ concerns received shall be addressed and resolved as promptly as practicable by the recipient after the complaint or report is made.

- c. If a trainee has a grievance involving his / her Chief Resident or Programme Director/ Coordinator, he/ she may discuss the issue directly with department Chair. Alternatively, the issue may be discussed with Associate Dean PGME or PGME office for guidance.
- d. PGME office will be responsible for maintaining liaison with HR division whenever required.

5. PROCEDURE

- a. As soon as a PGME trainee becomes aware of an occurrence, he/ she should discuss the grievance with Programme Director/ Coordinator.
- b. The Programme Director/ Coordinator will look into the matter and try to solve it, as quickly as possible.
- c. If the grievance is not resolved at this stage, the grievant can submit a written request formally on the Grievance Form for PGME Trainees (Annexure:PGME/110/09-01) to the Associate Dean, PGME.
- d. The Associate Dean PGME, upon receipt of the written request for a grievance hearing, shall immediately notify and meet the grievant confidentially. This will normally be done within 2 working days of receipt of the written grievance.
- e. The Associate Dean PGME will forward the matter to concerned Chair, with copies to the Section Head and Program Director, within 2 working days and request for feedback within 5 working days.
- f. The Chair, after investigation within the department, shall send a report to Associate Dean PGME within 5 working days.
- g. If the matter is resolved, the Associate Dean will record the decision and convey it to the grievant.
- h. If the matter is not resolved, the Associate Dean shall refer the case to the PGME Grievance Review Committee, comprising faculty from the Medical College and a representative from Human Resources.
- i. The Grievance Review Committee shall review the documentation related to the grievance, and will meet the grievant, the person against whom the grievance has been raised and any other person whom the committee feels necessary. Based on its findings and review of the issue, the committee will send its recommendations confidentially to the Associate Dean PGME within 2 weeks.
- j. The Associate Dean PGME will discuss and finalize the report with the Grievance Review Committee and the Dean Medical College within the next 3-4 working days of receipt. A copy of the decision will be sent to the concerned Chair, Medical Director and Human Resources.
- k. The Associate Dean PGME shall meet the grievant to communicate the final decision taken within next 3-5 working days.

Grievance Procedure Flow Chart



The Aga Khan University
Department of Postgraduate Medical Education

GRIEVANCE FORM FOR PGME TRAINEES

Submitted To _____

Name of PGME Trainee _____ Employee No: _____

Department _____

Position Title _____

Brief description of grievance. (This should include related dates and the names of concerned incumbents and or witnesses)

(Please continue overleaf as necessary)

Policy/ rule/ regulation violated:

Has this complaint / grievance been discussed with Programme Director / Coordinator? If **Yes**, please give related information pertaining to dates and action taken. If **No**, please state why this has not been discussed with Program Director/ Coordinator.

Response to the Grievance

Dr. _____

The response to your above grievance is as follows:

Associate Dean PGME

DATE :

NAME

DATE :

CC: Dean Medical college, Department Chair, Director HR, Program Director