Grievance Procedure

Content Applies To:
Mayo Clinic in Arizona, Florida, and Minnesota

Scope
This policy applies to Students, residents, fellows and postgraduates (collectively referred to as learners) in the Mayo School of Health Sciences, Mayo Graduate School, Mayo Medical School, Mayo School of Graduate Medical Education, Mayo School of Continuous Professional Development, and other Mayo Clinic College of Medicine (MCCM) programs.

Purpose
This policy provides a mechanism to facilitate resolution of conflicts, problems, or disagreements raised by individuals enrolled in Mayo education programs, with the exception of disciplinary actions.

Policy Statements
Learners are encouraged to address conflicts or problems in direct communication with the individual with whom they disagree. If the conflict is not resolved, the learner may file a grievance in writing within thirty calendar days of the event in question.

Procedure
Individuals should first discuss any problems or complaints with the program director/course leader. The program director/course leader will respond in writing within thirty calendar days to answer questions or resolve complaints. In instances where an individual is uncomfortable taking a complaint to the program director/course leader, he/she should contact one of the following who will consider the situation and act to address the concern:

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<th>Mayo School of Graduate Medical Education (MSGME)</th>
<th>Mayo School of Health Sciences</th>
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<tbody>
<tr>
<td>Division/Department:</td>
<td>• Operations Manager</td>
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<tr>
<td>• Education Chair</td>
<td>• Administrator</td>
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<tr>
<td>• Administrator</td>
<td>• Associate Dean</td>
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<td>• Chair</td>
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<tr>
<td>MSGME</td>
<td>Mayo Medical School</td>
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<td>• Ombudsperson</td>
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If satisfactory resolution is not reached, the individual may appeal in writing within thirty calendar days to the Dean of the School. The written request should be limited to three pages and should address why the action taken was inappropriate or indicate what remedy may be suggested. Within thirty calendar days, the Dean (or designee) will judge the merits of this appeal or, in certain situations at the Dean's discretion, form a panel to consider the submitted information, and respond to the learner in writing. The panel may request additional information or appearance before the panel of the individuals involved. The decision of the Dean or panel will be final, without further appeal. Every effort will be made to resolve complaints in the most expeditious and confidential manner possible. Retaliation against individuals who bring forward complaints or assist in investigating complaints is prohibited.

**For Arizona Students Only:** If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details. The State Board address is:

1400 W. Washington, Room 260  
Phoenix, AZ 85007  
Phone: 602/542-5709  
Website: [www.azppse.gov](http://www.azppse.gov)

**For Florida Students Only:** Students enrolled in programs licensed by the Commission for Independent Education in the state of Florida may contact them for assistance with grievances. The state Commission address is:

325 W Gaines St  
Tallahassee, FL 32399  
Phone: (850) 245-3200  
Website: [http://www.fldoe.org/policy/cie](http://www.fldoe.org/policy/cie)

**For Minnesota Students OR NC-SARA Complaints:** If, after exhausting internal grievance procedures, the school or college has not responded to your satisfaction, you can file a complaint with:
Related Documents

- Allied Health Sexual & Other Harassment Policy
- Warning, Probation, Dismissal & Appeal Policy
- Faculty Misconduct Policy
- Ombudsperson (MSGME) Policy and Ombudsperson (MSHS) Policy
- Discrimination Policy
- Title IX Compliance Policy

Review History

Implementation Date: Longstanding
Last Review Date: April 18, 2016
Next Review Date: April 18, 2018

Reviewed by: Mayo Clinic Education Committee (MCEC)

Contact: Mayo Clinic College of Medicine (MCCM) Policy Work Group

Content Information

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Workflow Approver Name(s): Lafferty, Debra S. (Deb)
Next Review Date: 04/01/2018

Comments: 06/19/2017: Revised wording: Removed "For Minnesota Students Only". Replaced with "For Minnesota Students OR NC-SARA Complaints"

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