Grievance Procedure

Scope

Applies to Mayo Clinic College of Medicine and Science (MCCMS) learners when raising a grievance within a school or program.

Purpose

To provide a mechanism to facilitate resolution of conflicts, problems, or disagreements raised by individuals enrolled in Mayo Clinic education programs, with the exception of disciplinary actions.

Equipment/Supplies

N/A

Procedure

Every effort will be made to resolve complaints in the most expedient and confidential manner possible. Retaliation against individuals who bring forward complaints or assist in investigating complaints is prohibited.

- For issues relating to sexual misconduct, follow Title IX Sexual Harassment Policy and Title IX Sexual Harassment Complaint Resolution Procedure.
- For issues relating to faculty misconduct, follow Faculty Misconduct Policy and Faculty Misconduct Investigation and Appeal Procedure.

| Learner                  | 1. Address conflicts or problems in direct communication with the individual with whom they have a problem or complaint, if possible.  
|                         | 2. Discuss any conflicts or problems with the program director/course leader.  
|                         | a. In instances where an individual is uncomfortable taking a complaint to the program director/course leader, they should contact one of the individuals in Table A below, who will consider the situation and act to address the concern.  
|                         | If the conflict is not resolved  
|                         | 3. Contact the next appropriate person in Table A to discuss problem or complaint.  
|                         | 4. May file a grievance in writing within 30 calendar days of the event in question.  
| Program                 | 5. If student provides written grievance, inform appropriate school operations manager of the grievance and discuss
### Director/Course Leader
planned response.

6. Respond in writing within 30 calendar days to answer questions or resolve complaints.
   a. If appropriate, form panel to resolve complaint.

### Learner
**If satisfactory resolution is not reached**

7. Appeal in writing within 14 calendar days to the Dean of the School.
   a. The written request must be limited to three pages and address why the learner feels the action taken was unsatisfactory.

### Dean/Designee
8. Judge the merits of this appeal within 30 calendar days.
   a. In certain situations and at the Dean's discretion, form a panel to consider the submitted information.

### Panel
**If panel is convened**

9. Request additional information or appearance before the panel of the individuals involved, if necessary.
10. Judge the merits of the appeal within 15 days.
11. Report recommendations to the Dean.

### Dean/Designee
12. Respond to the learner in writing.
   a. The decision of the Dean is final, without further appeal.

### Learner (excluding MCSGME)

#### For Arizona Only

13. If 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. Contact the State Board for further details at:

   Arizona State Board for Private Post-Secondary Education
   1740 W. Adams, Ste 3008
   Phoenix, AZ 85007
   Phone: (602) 542-5709
   Website: [https://ppse.az.gov](https://ppse.az.gov)

#### For Florida Only

14. 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:

   Florida Commission for Independent Education
   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 Complaints

15. If complaint cannot be resolved after exhausting internal grievance procedures the student may file a complaint with:

Registration & Licensing
Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108
Phone: (651) 259-3975 or (800) 657-3866
Email: info.ohe@state.mn.us
Website: http://www.ohe.state.mn.us/mPg.cfm?pageID=1078

For Wisconsin Only

16. If complaint cannot be resolved after exhausting internal grievance procedures, the student may file a complaint with:

Wisconsin Department of Safety and Professional Services
Division of Legal Services and Compliance
P.O. Box 7190
Madison, WI 53707-7190
Fax: (608) 266-2264
Email: dsps@wisconsin.gov
Website: https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx

Table A

If a Learner is uncomfortable taking a complaint to their program director/course leader, they should contact one of the individuals below, in the recommended but not required order.

<table>
<thead>
<tr>
<th>Mayo Clinic School of Graduate Medical Education</th>
<th>Mayo Clinic School of Health Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Operations Manager at learner's site</td>
<td>1. Operations Manager at learner's site</td>
</tr>
<tr>
<td>2. Senior Associate Dean at learner's site</td>
<td>2. Administrator</td>
</tr>
<tr>
<td>3. Ombudsperson at learner's site</td>
<td>3. Associate Dean</td>
</tr>
<tr>
<td>4. Education Chair at learner's site</td>
<td>4. Ombudsperson</td>
</tr>
<tr>
<td>Mayo Clinic Alix School of Medicine</td>
<td>Mayo Clinic Graduate School of Biomedical Sciences</td>
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<td>------------------------------------------------------</td>
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</tr>
<tr>
<td>1. Operations Manager at learner’s home site</td>
<td>1. Operations Manager</td>
</tr>
<tr>
<td>3. Office of Academic Affairs; Office of Student Affairs</td>
<td>3. Associate Dean</td>
</tr>
<tr>
<td>4. Ombudsperson</td>
<td></td>
</tr>
<tr>
<td>Office for Education Diversity, Equity, and Inclusion</td>
<td></td>
</tr>
<tr>
<td>1. Administrator</td>
<td></td>
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<tr>
<td>2. Administrator</td>
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</tbody>
</table>

**Troubleshooting**

N/A

**Procedural Notes**

N/A

**Related Documents**

- Anti-Retaliation Policy
- Crisis Management Response Policy
- Faculty Misconduct Policy
Definitions

**Grievance:** A conflict, problem, or disagreement that does not involve sexual misconduct (covered by Title IX Sexual Harassment Policy and Complaint Resolution Procedure) or faculty misconduct (covered by Faculty Misconduct Policy and Faculty Misconduct Investigation and Appeal Procedure).

**Learner:** Individual enrolled in Mayo Clinic College of Medicine and Science (collectively includes residents, fellows, and students).

**Title IX:** Federal Act that protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Title IX states that: No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

**References**

[USDE Title IX and Sex Discrimination Website](#)

**Owner**

David Dahlen on behalf of the MCCMS Policy Workgroup

**Contact**

David Dahlen

**Effective Date Current Version**

05/25/2022