

College of Medicine and Science

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:

Mayo School of Graduate Medical Education (MSGME)	Mayo School of Health Sciences
Division/Department: <ul style="list-style-type: none"> • Education Chair • Administrator • Chair MSGME <ul style="list-style-type: none"> • Ombudsperson 	<ul style="list-style-type: none"> • Operations Manager • Administrator • Associate Dean <hr/> Mayo Medical School

<ul style="list-style-type: none"> • Operations Manager • Administrator • Associate Dean 	<ul style="list-style-type: none"> • Operations Manager • Administrator • Associate Dean
Mayo Graduate School	Mayo School of Continuous Professional Development
<ul style="list-style-type: none"> • Operations Manager • Administrator • Associate & Assistant Deans 	<ul style="list-style-type: none"> • Operations Manager • Administrator • Associate Dean
Office for Diversity	Simulation Center
<ul style="list-style-type: none"> • Operations Manager • Administrator 	<ul style="list-style-type: none"> • Operations Manager • Administrator

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 expedient 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:

1740 W. Adams Street
 Phoenix, AZ 85007
 Phone: 602/542-5709
 Website: 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>

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:

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>

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
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Next Review Date: April 18, 2018

Reviewed by: Mayo Clinic Education Committee (MCEC)

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

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Comments: Minor revision: street address update for Arizona State Board per J.Serrano Withers 07/12/2018.
06/19/2017: Revised wording: Removed "For Minnesota Students Only". Replaced with "For Minnesota Students OR NC-SARA Complaints"

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