

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	<ol style="list-style-type: none">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.<ol style="list-style-type: none">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. <p>If the conflict is not resolved</p> <ol style="list-style-type: none">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 Director/Course Leader	<ol style="list-style-type: none">5. If student provides written grievance, inform appropriate school operations manager of the grievance and discuss planned response.6. Respond in writing within 30 business days to answer questions or resolve complaints.<ol style="list-style-type: none">a. If appropriate, form panel to resolve complaint.
Learner	If satisfactory resolution is not reached

	<p>7. Appeal in writing within 14 business days to the Dean of the School.</p> <p>a. The written request must be limited to three pages and address why the learner feels the action taken was unsatisfactory.</p>
Dean/Designee	<p>8. Judge the merits of this appeal within 30 business days.</p> <p>a. In certain situations and at the Dean's discretion, form a panel to consider the submitted information.</p>
Panel	<p>If panel is convened</p> <p>9. Request additional information or appearance before the panel of the individuals involved, if necessary.</p> <p>10. Judge the merits of the appeal within 15 business days.</p> <p>11. Report recommendations to the Dean.</p>
Dean/Designee	<p>12. Respond to the learner in writing.</p> <p>a. The decision of the Dean is final, without further appeal.</p>
Learner (excluding MCSGME)	<p>For Arizona Only</p> <p>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:</p> <p style="padding-left: 40px;">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</p> <p>For Florida Only</p> <p>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:</p> <p style="padding-left: 40px;">Florida Commission for Independent Education 325 W Gaines St Tallahassee, FL 32399 Phone: (850) 245-3200 Website: http://www.fldoe.org/policy/cie</p> <p>For Minnesota Complaints</p> <p>15. If complaint cannot be resolved after exhausting internal grievance procedures the student may file a complaint with:</p> <p style="padding-left: 40px;">Registration & Licensing Office of Higher Education</p>

	<p>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</p> <p>For Wisconsin Only</p> <p>16. If complaint cannot be resolved after exhausting internal grievance procedures, the student may file a complaint with:</p> <p>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</p>
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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.

Mayo Clinic School of Graduate Medical Education	Mayo Clinic School of Health Sciences
1. Operations Manager at learner’s site 2. Senior Associate Dean at learner’s site 3. Ombudsperson at learner’s site 4. Education Chair at learner’s site 5. MCSGME Administrator 6. MCSGME Designated Institutional Official	1. Operations Manager at learner’s site 2. Administrator 3. Associate Dean 4. Ombudsperson
	Mayo Clinic Alix School of Medicine
	1. Operations Manager at learner’s home site 2. Administrator 3. Office of Academic Affairs; Office of Student Affairs 4. Ombudsperson
Mayo Clinic Graduate School of Biomedical Sciences	Mayo School of Continuous Professional Development
1. Operations Manager	1. Operations Manager

2. Administrator 3. Associate & Assistant Deans 4. Ombudsperson	2. Administrator 3. Associate Dean
Education Office of Belonging	Simulation Center
1. Administrator	1. Operations Manager 2. Administrator

Troubleshooting

N/A

Procedural Notes

N/A

Related Documents

[Anti-Retaliation Policy](#)

[Crisis Management Response Policy](#)

[Faculty Misconduct Policy](#)

[Faculty Misconduct Investigation and Appeal Procedure](#)

[Notification of Education Leadership Regarding Extraordinary Events Guideline](#)

[Ombudsperson Policy](#)

[Sexual and Other Harassment Prevention Policy](#) (Allied Health)

[Student Complaint and Mistreatment Reporting Procedure](#) (MCASOM)

[Title IX Sexual Harassment Policy](#)

[Title IX Sexual Harassment Complaint Resolution Procedure](#)

[Warning, Probation, Dismissal, and Appeal Policy](#)

[Warning, Probation, Dismissal, and Appeal Procedure](#)

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

Deb Lafferty on behalf of the MCCMS Policy Workgroup

Contact

Deb Lafferty

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