

# Student Clinical Assessment & Grade/Comments Informal Complaint Process

University of Illinois College of Medicine at Chicago

Developed by OSA and UGME 5/15/2012

The Following process should be followed in a step-wise manner.

Informal Complaint  
Resolution Process 1<sup>st</sup> Step

**Clinical Rotation  
Medical Student  
Coordinator at UIC**



Site physician's decision not to  
student's satisfaction

Click on Icon above for full list of  
Coordinator contact information

**Within 14 days** of posting of  
assessment student initiates dispute by  
contacting the clinical rotation Medical  
Student Coordinator at UIC.

- Student requests a meeting with the site-specific physician or site director via the Student Coordinator.
- Student contacts the COM Administrative Officer (AO) for grade complaints of the Grievance Process, **Janet Comins** at 312-996-1200, to inform the AO that they are seeking an informal resolution to an assessment dispute.
- Site-specific physician involved with assessment determines resolution to student's informal complaint.

Informal Complaint  
Resolution Process 2nd Step

**Site Director**



Site Clinical Rotation  
Director decision not to  
student's satisfaction

If the student does not accept  
the terms of Resolution Process  
1<sup>st</sup> Step

- Student submits a written complaint to the Clinical Site Director, Coordinator and copies the Clerkship Director.
- Complaint must provide a clear description of the dispute.
- The site Clinical Director makes a decision.

Informal Complaint  
Resolution Process 3rd Step

**Clinical Course Director**



Clinical Course  
Director decision  
not to student  
satisfaction

Click on Icon for full list of  
Clinical Director contact  
information

If the student is not satisfied  
with the site Clinical Director's  
decision, the student contacts  
the Clinical Course Director.

- The Clinical Director contacts the Site Director and attempts to mediate the issue
- The Clinical Director communicates the decision to the student.

Initiate a Formal Grade  
Grievance

**Administrative Officer of  
Grievance Process for  
Grade Complaints**



Click on Icon for a link to Student  
Academic Grievance Procedures

If all attempts at an informal  
resolution are not to the  
satisfaction of the student, the  
student may initiate a formal  
Grievance

- A formal Grievance must be filed within **60 days** of the date of the posting of the assessment.
- Must be filed in writing and signed and dated by student.
- Filed with the Administrative Officer, Janet Comins, in COM **312-996-1200**.

The Grievance should include:

- Clear description of the decision being grieved.
- Reason for challenging that decision.
- Specific remedy requested.
- Description of all informal steps.
- Follow the Student Academic Grievance Procedures.

No more than 14 days suggested time  
for resolution during this period

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