Policy for Complaints Concerning Medical Schools

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Contact Person/ Office	admin@gmdc.gd

Policy for Complaints Concerning Medical Schools

I. Who Should Read this Policy?

1. Administrators, faculty, and students of medical education programmes
2. Grenada Medical and Dental Council (GMDC)'s Governing Body
3. GMDC Accreditation Secretariat
4. Medical school employees
5. External reviewers
6. Individuals from the public
7. Related Regulatory Bodies/Organizations

II. Rationale

GMDC expects individuals to attempt to resolve issues through all means available, including discussions. However, GMDC recognizes the value of the information provided by students, medical school employees, individuals from the public and others, in determining whether the medical school's performance is consistent with GMDC's accreditation standards for obtaining or maintaining accreditation. GMDC's interest is also in ensuring that the organization establishes and maintains grievance procedures and standards that are fair and just and that the procedures are applied appropriately and consistently for complaints.

The procedures for reviewing complaints involving a medical school enable GMDC to address the medical school's possible violation of GMDC's accreditation standards, policies, and procedures.

III. Statement of Policy

The Grenada Medical and Dental Council ("GMDC") will consider complaints from individuals concerning medical schools with a GMDC-accredited medical education programme, who have made credible allegation(s) that the medical school may not be in compliance with the GMDC Accreditation Standards.

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IV. Procedures

A. Filing a Complaint

The complainant is required to fill out GMDC's Complaint Form that can be found at https://gmdc.gd/complaint-form-concerning-medical-schools/. Alternatively, complaints can be sent via email to complaints@gmdc.gd or can be mailed via physical post, to

The Executive Director
Grenada Medical and Dental Council Accreditation
Benoit Complex
Grand Anse
St. George
Grenada

The complainant should provide his/her name and contact information (email, mailing address, and telephone number), together with a written statement outlining his/her concerns and how those concerns indicate possible noncompliance with GMDC Accreditation Standard(s). The complaint should, as appropriate, describe how the complainant has attempted to resolve the matter using the medical school's stated complaint or grievance procedures.

If the complainant provides identifying information, GMDC requires their written permission to share the complaint and any supporting documentation with the medical school. Without this permission, GMDC may be limited in its ability to conduct a thorough investigation of the complaint, and this may affect the outcome of the process.

Although GMDC encourages complainants to provide their contact information to enable open communication, anonymous complaints can be submitted and will be reviewed if they contain enough specific, credible information to suggest possible noncompliance with GMDC Accreditation Standards. Complainants are advised, however, that anonymity may limit GMDC's ability to investigate or request clarifications.

For all submitted complaints, GMDC will assess whether the information and evidence provided are sufficient to warrant a preliminary review. If yes, GMDC will proceed to investigate the matter. GMDC will contact the medical school if the concerns raised reflect potential noncompliance with accreditation standards.

Note that repeat complaints from the same complainant without new/additional evidence or explanations, or complaints that do not involve relevant GMDC standards will not be

considered. The Executive Director of the GMDC Accreditation Secretariat, or his/her designee, will acknowledge receipt of the complaint within fifteen (15) calendar days.

GMDC will act only on complaints about programme quality that, if substantiated, indicate areas of noncompliance with the Accreditation Standards. In addition, GMDC does not address or review complaints from individuals regarding personal issues, including matters of admission, grades, application of academic policies, or disciplinary matters, unless the facts and allegations presented, if true, would constitute a violation of the GMDC Accreditation Standards. Further, GMDC will not pursue complaints that are currently being considered within the medical school's grievance or disciplinary process or matters that are in litigation.

B. Review of the Complaint

Upon receipt of a complaint that meets the basic requirements for consideration, the Executive Director of the GMDC Accreditation Secretariat (or a designated Secretariat staff member) will bring the complaint to the attention of the Governing Body. The Executive Director must obtain authorization from the Governing Body to initiate a formal review.

Once authorized, the Executive Director, or a designated Secretariat member, will conduct the preliminary review. In cases involving heightened sensitivity, complexity, or the need for enhanced impartiality, including anonymous complaints, the Executive Director may recommend the engagement of an independent external reviewer with relevant expertise, subject to Governing Body approval.

The Secretariat or the appointed external reviewer will evaluate the complaint, supporting evidence, and any additional documentation to determine whether the issue raises a potential violation of GMDC Accreditation Standards.

Once that determination is made authorization will be sought from the Governing Body, in writing, to further investigate the complaint(s).

If the complaint(s) is found to have breached GMDC's standards, the Executive Director will forward a copy of the complaint (as well as any accompanying information or documentation) to the Chief Academic Official of the medical school. GMDC shall request a written response from the medical school within thirty (30) calendar days from the date that the complaint and supporting documents (if any) are forwarded to the School. The

complainant will be notified that GMDC is moving forward with the complaint. In addition, GMDC will provide the complainant with periodic updates regarding the status of the complaint. Confidential or sensitive information will not be disclosed.

If the complaint is not pursued, the complainant will receive written notification of the decision and its rationale, if contact information (such as an email address), was provided.

C. Determination by the GMDC

Upon receipt of the medical school's response, GMDC will review the school's submission, the reviewer's findings, and all relevant materials in order to issue a formal written decision addressed to the medical school's Chief Academic Official. At its discretion, GMDC may outline reporting requirements, recommend remedial actions, or instruct a site visit team to follow up on the matter(s) described in the decision letter.

Following the issuance of the decision, the complainant, if contact information was provided, will be notified in writing that the review process has concluded. The notification will include a general summary of the outcome, specifically, whether the complaint was substantiated or unsubstantiated, and may include information about any actions GMDC has taken or requested, provided such disclosure does not breach confidentiality or legal obligations.

This communication will serve to formally close the complaint process from GMDC's perspective.

VII. Related Documents

1. Accreditation Standards
2. Accreditation Policies and Procedures Manual
3. Appeals and Reconsideration Policy
4. Complaint Submission form
5. Policy on Policies