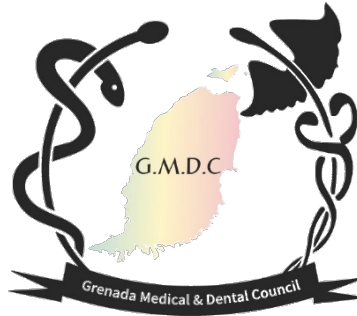




Policy for Complaints Concerning Medical Schools



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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. Individuals from the public
6. 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 can demonstrate that the medical school may not be in compliance with the GMDC Accreditation Standards. Complaints can be filed electronically via the GMDC website at: <https://gmdc.gd/1433-2/>.

IV. Procedures

A. Filing a Complaint

The complainant is required to provide a written statement outlining his/her concerns and how those concerns indicate possible noncompliance with one or more of the GMDC Accreditation Standards. 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, and provide the complainant's name and contact



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information (email, mailing address, and telephone number).

The complainant must also give GMDC permission to share the complaint with the medical school. Should GMDC determine that the requirements for filing a complaint have been met, it will proceed with the review. GMDC will not be able to proceed with the complaint and seek a response from the medical school unless it has the complainant's permission to share the actual complaint and any supporting documentation. Note that anonymous complaints, 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 ("Executive Director"), 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 accept 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

If GMDC receives a complaint, with supporting evidence, alleging facts that could reasonably be interpreted to indicate that the medical school programme is not in compliance with GMDC's Accreditation Standards, the Executive Director will invite an impartial member of the Governing Body or designee to review the complaint. If necessary, there may be requests for additional information and/or documentation in order to consider the issues outlined in the complaint. If the complainant does not respond to GMDC's request for additional information and documentation within the stated time period, the complaint will not be pursued. The matter will be considered closed.

The reviewer will examine the complaint and consider the information and/or documentation provided to determine if the matter presented indicates possible noncompliance with one or more of the GMDC Accreditation Standards. At the conclusion of the review process, the reviewer will submit a recommendation to the Governing Body as to whether the complaint should be pursued based on evidence of possible non-compliance with the GMDC Accreditation Standards. If the reviewer determines that the complaint does not meet GMDC's requirements, the Executive Director will notify the complainant in writing that the matter will not be pursued.

If, on the other hand, the reviewer's recommendation to GMDC is to pursue the complaint, 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



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medical school. GMDC shall request a written response from the medical school within thirty (30) calendar days from receipt of the complaint. The complainant will be notified that GMDC is moving forward with the complaint, but the individual will not be informed about the result or conclusion of the review.

C. Determination by the GMDC

Upon receipt of the medical school's response, GMDC will review the response, the reviewer's initial recommendation, and the complaint in order to issue a formal written decision. This decision, addressed to the medical school's Chief academic Official, will contain its findings with respect to the complaint.

At its discretion, GMDC may detail reporting requirements, outline other remedial actions as deemed appropriate, and/or instruct a site visit team to follow-up on the matter(s) described in the decision letter. Once the determination has been made, and the medical school has been informed, the complaint process will be complete.

V. Related Documents

1. Accreditation Standards
2. Accreditation Policies and Procedures Manual
3. Reconsideration Policy
4. Appeals Policy