



### **Medical Student Complaint Against a Resident**

When a medical student makes a complaint against a resident, the premise is that the issue will be dealt with as close to the source as possible thereby limiting the number of people involved. Examples of complaints include (but are not limited to):

1. Inappropriate professional behaviour
2. Inadequate or poor teaching
3. Inadequate supervision

Procedure:

- The student consults with his/her undergraduate site subject coordinator. If the complaint is deemed appropriate, the undergraduate site subject coordinator will speak with the local hospital postgraduate program director.
- The local hospital postgraduate program director will speak with the resident and attempt to resolve the issue.
- If the student does not feel that the issue had been resolved, she/he or the undergraduate site subject coordinator may approach the departmental subject supervisor and/or clerkship coordinator.
- The resident or the local hospital program director may approach the university program director.
- If the issue still remains unresolved, the student may approach the Director of Student Affairs or the Associate Dean, Postgraduate Medicine.

PGMEAC

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