

# MD Program

## Student Complaints Policy

*Student Conduct Component: Policy #SC-05 v4*

*Supersedes: Policy #SC-05 v3*

*Lead Writer: unknown*

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November 30, 2022 (v3)

March 23, 2016 (v2)

July 22, 2010 (original)

### Preamble

- 1.1. Both faculty and students within the School of Medicine are guided by standards of conduct that reflect the values of the profession of Medicine and which are outlined in the following documents.
  - 1.1.1. The CMA code of Ethics and Professionalism which emphasizes such things as standard of care, medical research and, in particular, personal conduct, integrity, honesty and morality
  - 1.1.2. The CPSO Essentials of Medical Professionalism ([CPSO - Essentials of Medical Professionalism](#)) which emphasizes practicing medicine with integrity, responsibility, humility and humanity, as well as the additional CPSO policies on professionalism ([CPSO - Policies](#)) that include but are not limited to; Boundary Violations, Human Rights in the Provision of Health Services, Social Media.
  - 1.1.3.
- 1.1.2. The Queen's University Student Code of Conduct that describes acceptable conduct as "does not infringe on the rights of other members of the University community and conforms to the regulations of the University and its subordinate jurisdictions and to the law of the land" and lists examples of unacceptable conduct.
- 1.1.3. The Queen's University Harassment/Discrimination Prevention and Response Policy which describes Harassment, Sexual Harassment, race and racism, heterosexism, and



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transphobia as well as the University procedures for reporting and dealing with infringements.

- 1.1.4. The Queen's University and the Kingston General Teaching Hospitals Code for the Ethical Conduct of Clinical Teaching Encounters which describes acceptable Teacher-Student interactions in the clinical setting.
- 1.1.5. Faculty of Health Sciences Code of Ethical Conduct for Clinical Teachers. Students who encounter situations in which they observe or are the subject of practices which deviate from these standards require processes for reporting that ensure their confidentiality and protection from any academic or professional repercussions. Students should always feel free to contact trusted members of faculty for advice or direction. This document outlines a process intended to ensure that such processes are available and that students are aware of them.

## 2.0 **First Contact Option**

Students with concerns of harassment or mistreatment in the learning environment have the following options available to them:

- Discussion with Course Director
- Discussion with Year Director
- Discussion with the Associate Dean, MD Program and/or with the Assistant Dean Queen's-Lakeridge Health Campus.
- Discussion with Learner Wellness
  - Regardless of the initial discussions students will be directed to Learner Wellness for the opportunity to debrief the incident and for individual support
  - Learner Wellness will also outline options for formal reporting
- In addition to the MD Program resources students can access central Queen's resources.
  - Queen's Office of Complaints and Investigations [Office of Complaints and Investigations Overview | Vice Principal \(Culture, Equity and Inclusion\)](#)

- Queen's Human Rights and Equity Office [Home | Human Rights and Equity Services](#)
- Queen's Sexual Violence Prevention and Response Services [Sexual Violence Prevention and Response Services | Queen's University](#)
- Queen's Student Accessibility Services (QSAS)
- KHSC Medical & Academic Affairs or People Services KHSC (613)549-6666 (4205)
- Executive Director Medical Affairs Providence Care Hospital (613)544-4900x53370
- Chief of Academic Affairs Lakeridge Health 905-576-8711 ext 34203

In all discussions Queen's faculty members and staff contacted are bound by the following principles:

- Confidentiality.
- Student safety.
- Learner Support and Wellbeing.

During initial discussions, after debriefing the concern, and appropriate supports for the student are explored, there are several subsequent options. Each of which and the potential outcomes will be discussed.

1. The student may not want to pursue the concern any further
2. The student and faculty deem it appropriate to pursue an informal mediation process
3. The student may ask to file an anonymous complaint.
4. The student may wish to pursue the formal complaints process, but at a different time (example, after CaRMS or after graduation)
5. The student may wish to pursue the formal complaint process directly.
6. The student may wish to file a formal complaint through other central Queen's offices.

Regardless of the student's decision of next steps, high level aggregate data will be collected to form annual reports to the MD program PGME, QHS and partner hospitals.

### **3.0 Anonymous Complaints**

3.1 Students have the option to submit anonymous complaints either through Learner Wellness or through Elentra

3.2 It is important to note that anonymous complaints limit the ability of the MD program and QHS to investigate and respond to specific complaints

3.3 The nature of anonymous complaints will be recorded for aggregate reporting and for future reference in the case of multiple similar complaints.

3.4 If the MD program is made aware of a circumstance where there are reasonable grounds to believe that an individual may pose a threat or risk to the student or other members of QHS or the University they are obligated to pursue a formal investigation.

#### **4.0**

##### **Formal Complaint Process**

- 4.1. A formal complaint consists of a written submission outlining the incident in detail with references to deviations from accepted standards of conduct.
- 4.2. This document will be submitted to the Associate Dean of the MD Program who will meet with the student to
  - 4.2.1 Counsel the student on formal pathways of reporting
  - 4.2.2 Counsel the student on policies and procedures including timelines, procedural fairness, potential outcomes and information sharing.
  - 4.2.3 Ensure the student is aware of wellness supports through MD Program Student Affairs as well as Queen's University resources.
- 4.3. Professionalism or conduct complaints regarding MD Program students will be adjudicated according to the MD Program Student Professionalism Policy or the MD Program Academic Integrity Policy (links to come)
- 4.4. Professionalism or conduct complaints regarding PGME learners will be submitted to the Associate Dean PGME and will be adjudicated according to the Resident Harassment and Discrimination Investigation Procedure (link to come)

#### **5.0 Dissemination of this Policy**

- 5.1 This policy will be published in the MD Program Website

5.2 This policy will be reviewed at a minimum of every 3 years.