

UC Riverside, School of Medicine Policies and Procedures Policy Title: Response to Allegations of Mistreatment Policy Number: 950-07-001	
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Responsible Officer:	SOM Dean
Responsible Office:	SOM Dean’s Office
Origination Date:	07/2013
Date of Revision:	08/2024
Scope:	School of Medicine Students

I. Policy Summary

The purpose of this policy is to provide a process and guidelines for the reporting of, and response to, allegations of student mistreatment complaints. The mission of the UCR medical school is to improve the health of our communities and to become a model to be emulated throughout the nation. In order to achieve this laudable goal, the school must be vigilant in identifying and addressing behavior that undermines that mission and must encourage respect for human dignity at every level both within and outside of the institution. The Student Grievance Committee will be charged with the responsibility to maintain the integrity of the learning environment for students attending the UCR SOM by (1) ensuring that students, residents, fellows, faculty and staff are educated on topics which will help to prevent mistreatment (2) providing a mechanism for the reporting of alleged violations and (3) providing clear, consistent guidelines and oversight for incidents of student mistreatment.

II. Definitions

Mistreatment is defined by the AAMC as:
 Mistreatment, either intentional or unintentional, occurs when behavior shows disrespect for the dignity of others and unreasonably interferes with the learning process. Examples of mistreatment include sexual harassment; discrimination or harassment based on race, religion, and ethnicity, gender, or sexual orientation; humiliation, psychological or physical punishment; and the use of grading and other forms of assessment in a punitive manner.

III. Policy Text

The Student Grievance Committee will serve as the committee for oversight of allegations of student mistreatment. This committee will set policies and protocols that support students and address issues in order to assure an optimal learning environment. These policies/protocols will be reviewed during, and distributed at the beginning of orientation for medical and graduate students each year. Continual review of these policies and additional training will be provided throughout the year in an effort to prevent incidents of mistreatment.

IV. Responsibilities

Student Grievance Committee appointed by the Dean of the School of Medicine.

V. Procedures

At their sole discretion students may take actions to address their concerns outside of this complaint

process. This might include seeking to resolve the matter directly with the other parties involved, consulting informally with friends and peers, or consulting confidential resources.

A. Prevention and Education

The Student Grievance Committee is available to all students and any other interested party to answer questions and serve as an informal resource for the discussion of situations and/or incidents. Depending on the seriousness of the situation, the case may be routed to any of the following: no further action, informal resolution or initiation of formal complaint.

B. Initiation of Complaint

There are multiple mechanisms for students to report perceived mistreatment. Students can report via the Student Affairs Office, through their class representatives, student grievance committee representatives, to the Student Grievance Committee, via email at Grievance@medsch.ucr.edu, or via other faculty or staff. Students will be notified by the chair of the Student Grievance Committee within 72 hours of receipt of their concern. All correspondence will occur using a UCR- based secure email. Students, or any person affiliated with UCR, will be allowed to submit a complaint or allegation anonymously via a dedicated 24 hour phone number (951- 827- 7826).

C. Informal Resolution

If the student is open to pursuing an informal resolution, the Chair of the Student Grievance Committee or their designee will work with the student and the accused to determine if there is a resolution satisfactory to both parties. If there is no resolution the complaint will proceed to the formal grievance. The informal complaint will be documented for trend analysis purposes only.

Formal Grievance Procedure

D. Formal Grievance Procedure

1. If unable to come to an agreement through these initial informal steps, the complaint will need to proceed to the formal grievance procedure. The student also has the option to bring the complaint directly to formal grievance. As soon as formal reporting has occurred, the accused will be notified that a formal complaint has been lodged. A standing sub-committee composed of four voting Grievance Committee members will be responsible for the initial investigation of all complaints prior to being presented to the full committee.
2. Given the distributive model of the UCR SOM's educational and training program, the sub-committee may be unable to conduct the investigation directly but may instead request that an investigation be conducted by the appropriate individuals at the institutions that are affiliated with, or involved in, the medical student's education where the alleged mistreatment occurred. The sub-committee will maintain contact with this investigating individuals and will review all findings.
3. The Student Grievance Committee will complete the investigation or will notify the parties of the need for an extension within 60 days of receipt of the complaint.
4. All findings resulting from the investigation will be presented to the Student Grievance Committee for recommendations. These recommendations will then be presented to the Senior Associate Dean of Student Affairs.
5. The Executive Associate Dean of Student Affairs will review the findings of the report and the Student Grievance Committee's recommendations. He/she will be responsible for delivering the findings, recommendations and actions in writing to the respondent. This notification will occur even in situations where the complaint was found to be baseless.

E. Appeal to the Dean

If the student is dissatisfied with the outcome of the formal grievance procedure, the student may appeal to the Dean. The Dean will review the report and has the final decision making authority on all cases.

If a complaint alleges a significant concern relating to the mistreatment of a student or students, but the student declines to pursue a formal investigation a 'notification of grievance' may be sent to the alleged offender and their Division Chair (or Chair's designee). The alleged offender can request a conversation with the Division Chair (or Chair's designee) and the documentation from the meeting will be kept in a secure folder by the Division Chair (or Chair's designee) for as long as the student is matriculated at the UCR SOM. After graduation the notes will be expunged. Depending on the severity of the allegations further action may be necessary, following the formal grievance process.

F. Confidential Resources

At any point in the process, students may consult with the confidential resources listed below. Consultations with these resources do not constitute the initiation of a complaint.

1. [The Ombuds Office](#)

The Ombuds Office assists members of the UCR Community by providing confidential consultations on navigating UCR processes, offering impartial facilitation with voluntary participation of all parties and other information group processes, directing individuals to UCR and other educational resources, and offering independent recommendation to administrators to promote positive systemic change and fair and equitable processes.

2. [CARE \(Campus Advocacy, Resources & Education\)](#)

CARE Advocates provide free and confidential assistance to survivors/victims of sexual violence. Services include: crisis intervention, safety planning, referrals, accommodations, case management, and accompaniments.

3. [Counseling and Psychological Services \(CAPS\)](#)

CAPS provides confidential short-term therapy to students. To make an appointment call 951-827-5331.

G. Safeguards

UCR SOM is committed to a policy on non-retaliation and will not tolerate harassment or victimization. The SOM and will take appropriate steps to protect individuals who raise a concerns in good faith whether substantiated or not. If, however, allegations are determined to be malicious or vexatious, disciplinary action may be taken against the complainant.

H. Reporting

A summative report of the Student Grievance's activities will be provided on a yearly basis to the Dean of the School of Medicine and SOM leadership. A de-identified aggregated report will be provided to the students every 6 months.

I. Exceptions

1. Any complaints pertaining to sexual harassment, sexual violence or otherwise under the purview of Title IX will be referred immediately to the Title IX officer and will not be under the purview of this committee.
2. If the accused is a member of the UCR Academic Senate or an academic staff whose instructional duties are not subject to direct supervision, any discipline will be determined in accordance with the Policies on Faculty Conduct and the Administration of Discipline.
3. Students may request the option to delay intervention by the Committee until a more opportune time. (i.e. after grades have been assigned or after match results are available). Such requests

will be seriously considered. However, depending on the nature of the incident, the Committee may or may not be able to honor the request.

- 4. An annual survey will be distributed to all students to determine their perception of the learning environment/climate of the UCR SOM. The results of this survey will be reviewed by the Student Grievance Committee in order to identify opportunities for program improvement.

VI. Forms/Instructions

Attachment A: Student Complaint Reporting Mechanism Flow Chart

VII. Revision History

- 07/27/2021
- 08/05/2022
- 12/21/2023
- 08/01/2024

Approvals:

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8/4/2024 | 6:45 AM PDT
DATE

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SCHOOL OF MEDICINE

8/1/2024 | 3:10 PM PDT
DATE

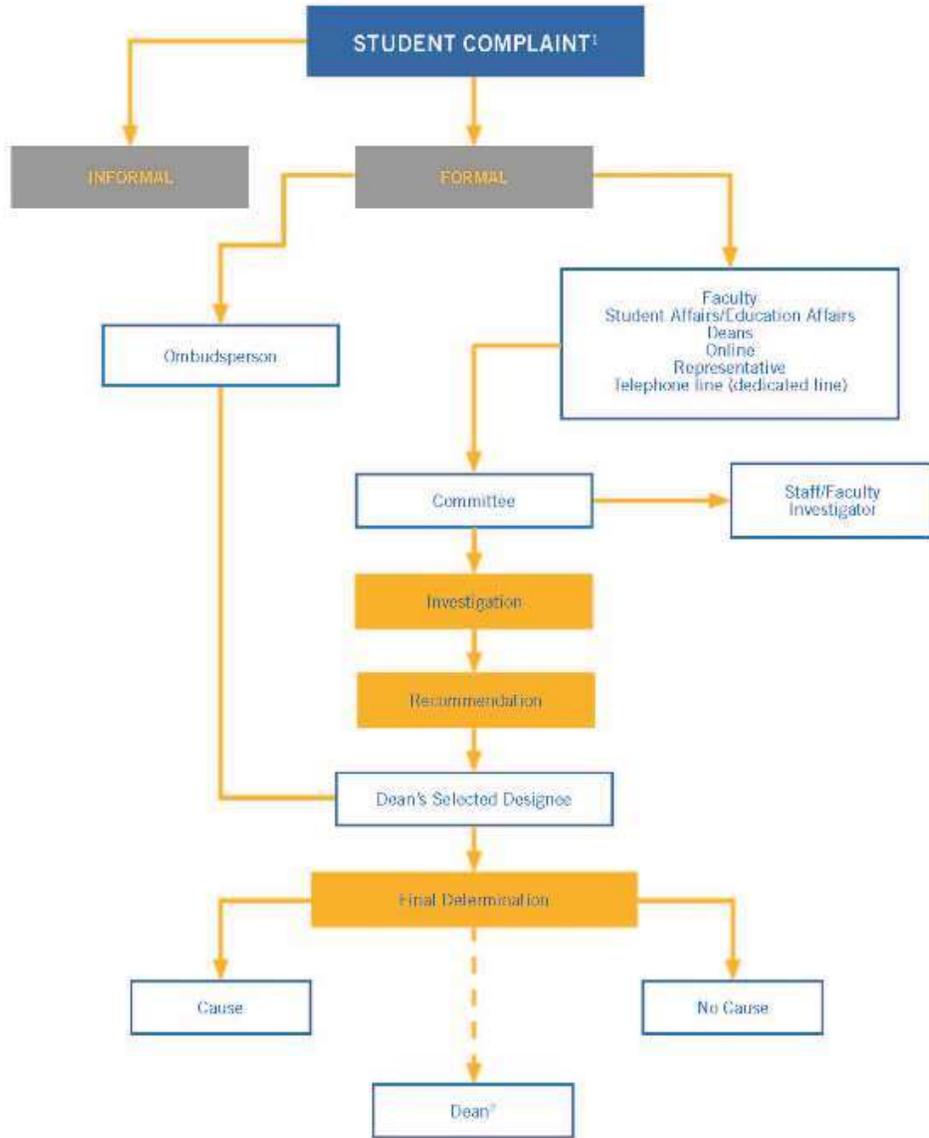
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879C12B416E84GB...
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DEAN, SCHOOL OF MEDICINE

8/4/2024 | 8:08 PM PDT
DATE

Attachment A

REPORTING MECHANISM



¹Serious or social incidents immediately reported to appropriate entity (11111.99) ²Appeal