



**QUILLEN**  
**COLLEGE of MEDICINE**  
 EAST TENNESSEE STATE UNIVERSITY

Policy Name: **Student Complaints/Concerns Policy**

Policy Replaces a Previous Policy (*this includes change in policy name*):  Yes /  No  
 If so, list name of previous policy (*include policy number if different*):

Policy Number (*issued by the Office of Academic Affairs upon final approval*): **ADMIN-1123-32**

Policy Owner (*Individual, Department, or Committee/Chair*): **Beth Anne Fox, MD, MPH / Vice Dean for Academic Affairs**

Committees, Departments, or Individuals Responsible for Implementation: **Offices of Academic Affairs and Student Affairs**

Original Approval Date and Who Approved by: **1/17/2024 – Beth Anne Fox, MD, MPH / Vice Dean for Academic Affairs**

Effective Date(s): **1/17/2024**

Revision Date(s) (*include a brief description*) and Who Approved by (*made by Policy Owner and/or Policy Advisory Committee*):

Administrative Edits (*briefly describe*) by Staff and/or the Policy Advisory Committee and Date (*these revisions do not require voting/approval by the policy owner*):

Exemption(s) to Policy (*date, by what committee or individual, and brief description*):

LCME Required Policy:  Yes /  No

If yes, please list the Element(s) Affiliated with this Policy (*include Element number/name/statement*):

**LCME Rules of Procedure Publication**

**Student Complaints to and About Medical Education Programs**

**Medical education programs must have policy and processes to collect and review student complaints and concerns related to compliance with/performance in LCME accreditation standards/elements and be able to provide information about these at the time of review for continued LCME recognition. This includes the requirement that there be formal policies supporting student submission of complaints/concerns and processes in place to act on these. There also is a requirement that there be a formal Independent Student Analysis (ISA), a survey of students in all years of the curriculum on satisfaction with school performance in accreditation elements. The LCME will use the ISA results along with other complaints/student concerns related to LCME accreditation standards/elements to identify and address problems in such things as educational program quality, student assessment, student supervision in clinical settings, and student mistreatment.**

***All policies will be reviewed by the Policy Advisory Committee every three years unless an earlier review is identified.***

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Date of Review:

Revisions Made:  Yes /  No If yes, list revisions made:

Revisions Require Approval by Policy Owner:  Yes /  No

**(A.) Policy Statement:**

It is the policy of the Quillen College of Medicine to seek student input into the quality of the medical education program.

**(B.) Purpose of Policy:**

To ensure that a process is in place to collect and review student complaints and concerns to improve the learning environment and student experience and to be compliant with/performance in LCME accreditation standards/elements.

**(C.) Scope of Policy (*applies to*):**

All Quillen College of Medicine students.

**(D.) Policy Activities:**

Several mechanisms exist for soliciting student input into the quality of the medical education program:

- The body responsible for the medical education program, the Medical Student Education Committee (MSEC), has a student voting member elected by each of the four medical student classes.
- The Dean, Vice Dean for Academic Affairs, and Associate Dean for Student Affairs regularly meet with groups of students to discuss any complaints and/or concerns regarding the medical education program students wish to address.
- Students may schedule individual meetings with the dean or members of the dean's staff (assistant and associate deans) to address any complaints and/or concerns.
- Beyond specific course surveys, at the end of each academic year, students participate in a retrospective survey which addresses various issues related to the year as a whole.
- Results from external surveys conducted by the AAMC (Year 2 Questionnaire, Graduation Questionnaire, Resident Readiness Survey) are systematically reviewed annually to identify student complaints and/or concerns.
- The anonymous online [QCOM Concerns System](#) is available for any member of the community to report complaints and/or concerns. These are reported to the QCOM grievance officer who independently investigates such reports. While this system is primarily focused on issues related to student mistreatment and the learning environment, other complaints regarding the medical education program may be reported. Depending on the specific complaint and/or concern, these may be referred to other members of the dean's staff for evaluation.
- As part of the accreditation process, student leadership conducts a formal Independent Student Analysis used in the institutional self-study.
- Beyond these mechanisms, students with complaints and concerns related to compliance with/performance in LCME accreditation standards/elements may report these to the Accreditation CQI Committee.
- The Student Professionalism Environment and Experience Committee to Understand Processes (SPEEC UP Committee) will review data from all sources to assess the overall institutional learning environment. This committee will consist of a representative from Student Affairs, Academic Affairs, a medical student chosen by the Organization of Student Representatives, and a faculty member at large. The chair of the

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committee will be appointed by the Vice Dean for Academic Affairs from the membership, excluding the student member. This group will:

- meet at a minimum of two times per year to review the data from various sources to include, but not be limited to:
  - AAMC Graduation and Second-Year Questionnaires
  - Pre-Clerkship End-of-Course learning environment questions
  - Wellness Day surveys and feedback
  - Clerkship Evaluations
  - Professionalism Reports de-identified concerns
  - Anonymous Suggestion Box Submissions;
- advise the dean and other appropriate administrators, e.g. associate deans, department chairs, course/clerkship directors;
- provide a written report of suggested actions to improve the learning environment based on reported challenges or concerns. The committee may also report its findings to other QCOM standing committees;
- review the previous year’s report to assess progress of suggested actions.

<b>Administrative Reviews/Approvals</b>		<b>Date Approved</b>
University Compliance <i>(if applicable)</i>		
Policy Advisory Committee <i>(includes three-year reviews)</i>		1/11/2024
Associate Dean for Accreditation Compliance <i>(if applicable)</i>		11/15/2023; 1/12/2024
Vice Dean for Academic Affairs		
<b>Policy Review and/or Revision Completed By <i>(if applicable)</i></b>		<b>Date Policy Reviewed and/or Approved <i>(if applies to that department, committee, or group)</i></b>
	Office of the Dean	
X	Office of Academic Affairs	11/17/2023; 1/18/2024
	Office of Student Affairs	
	Department of Medical Education	
	Medical Student Education Committee	
	Student Promotions Committee	
X	Faculty Advisory Council	11/15/2023
X	Administrative Council	11/8/2023
	M1/M2 Course Directors	
	M3/M4 Clerkship/Course Directors	
	Student Groups/Organizations <i>(describe):</i>	

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	Other ( <i>describe</i> ):	

<b>Final Policy Emailed to:</b>		<b>Date of Email Notifications</b>
X	Medical Education Director for Posting on Educational Policies Website	1/18/2024
X	Policy Owner	1/18/2024
X	Admissions Office for Catalog	1/18/2024