**Appeals Policy – Residency Program**

# General

The Department of Psychiatry is committed to providing the highest level of education and support for residents. We recognize, however, that from time to time situations may arise in which residents do not feel that these standards have been met. The following document outlines the steps that are available in the instance that a resident wishes to appeal a situation that they feel may be unfair or irregular.

All psychiatry residents may dispute substantive (essential/relating to the substance of something) or procedural decisions made with respect to their training and to their evaluations including, but not limited to rotation assignments, call assignments, workload assignments and evaluations (e.g. ITERs, STACERS etc.).

All resident disputes with faculty are governed by the Faculty of Medicine Postgraduate Medical

Education procedural policy *Resolution of Resident Disagreement with Attending Physician or Supervisor*. <https://pg.postmd.utoronto.ca/about-pgme/policies-guidelines/>Any retaliation for a resident appeal or complaint that was offered in good faith is completely unacceptable and will be viewed as resident intimidation.

# Informal & Confidential Consultation

At any stage prior to filing an appeal with the Residency Program Director, a resident may consult with the Psychiatry Resident Advisor in order to obtain confidential advice and/or clarification with respect to any dispute that they experience within the Department of Psychiatry.

# Steps (also see table below) Step 1 – Informal

In the case of dispute, residents should first attempt to resolve the matter with the supervisor or other person whose decision/ruling is in question (i.e. chief resident in the case of call assignments). If the matter is not resolved with the supervisor, and the resident wishes to pursue the matter further, the resident should discuss the matter with the Site Director or with the Hospital Psychiatrist-in-Chief or equivalent/delegate. *NB: Disputes arising from rotation assignments should be addressed directly with the Residency Program Director.*

# Step 2 – Departmental-Level Appeal

Should such discussions fail to resolve the matter, the resident may make a formal appeal in writing to the Residency Program Director. It is at the discretion of the Program Director to take the appeal to the RES, Competency Committee or the Psychiatry Residency Program Committee (PRPC) for formal review. Every effort will be made to resolve the issue within four weeks of receiving the written appeal. If the issue cannot be resolved within four weeks, the resident will be informed in writing that this is not possible and a date for resolving the issue will be provided to the resident

Should the resident not be satisfied with the content or process of the appeal, they may amend and resubmit their written request for appeal. Such an appeal would go to either the Chair of the Department of Psychiatry OR the Associate Dean, PGME at the discretion of PRPC. The chair or the Associate Dean, PGME may appoint a suitable delegate to adjudicate on their behalf. The decision of either the Chair or the Associate Dean PGME will be considered final. The exception would be if either the Chair or the Associate Dean PGME thought that the matter was best resolved by another body (such as the Faculty of Medicine Postgraduate Board of Examiners) or if in the view of the Chair or the Associate Dean PGME, the nature of the complaint necessitated (by process or policy) the involvement of another group or individual.