



Title:	Complaints Against Students in the Clinical Setting	Number:	034
Approved By:	MD Undergraduate Education Committee		
Approval Date:	13 February 2023	Next Review:	13 January 2026
Effective Date:	01 March 2023		
Audience:	Students, faculty, and staff		
Purpose:	To provide guidelines in the event of an external complaint that involves a student		
Related Policies & Procedures:	<ol style="list-style-type: none"> 1. Professional Standards for Learners and Faculty Members in the Faculties of Medicine and Dentistry at the University of British Columbia 2. Policy and Processes to Address Unprofessional Behaviour (including Harassment, Intimidation) in the Faculty of Medicine 3. Supervision of Students Engaged in Clinical Activities 		
Exclusions:	None		
Calendar Statement:	None		
Contact:	Associate Dean, Student Affairs		

Preamble

Formal complaints against members of the health care team, including students, may arise in the course of clinical care. The Regional Associate Dean (RAD) and Student Affairs can assist students through the process that follows a complaint involving a student.

Definitions

Formal Complaint	A written document filed by a complainant through a formal process, including a legal proceeding. Examples include complaints made through the College of Physicians and Surgeons of British Columbia, a particular Hospital/Health Authority or the Dean's Office, or a civil claim.
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Guidelines

If a student receives notification that there is a Formal Complaint in which the student is involved, either directly as a party or witness or indirectly, the student should:

1. Inform their site RAD and their site Assistant Dean, Student Affairs immediately.
2. Book an appointment with the relevant site Assistant Dean, Student Affairs as soon as possible. For confidentiality reasons, do not send any information about Formal Complaints via email.
3. Acknowledge receipt of the notification of the Formal Complaint in a timely manner; however, it is recommended that, where possible, students debrief with their site Assistant Dean, Students Affairs prior to responding to the content or merits of the Formal Complaint.
4. Refrain from discussing or sharing confidential information about the Formal Complaint, by any means, with friends, family, physicians, or other members of the health care team. For clarity, this guideline is not meant to preclude students from seeking support as needed in dealing with the Formal Complaint process. What is critical is that the student should not share confidential information about the Formal Complaint that could breach privacy or confidentiality, or compromise the integrity of an investigation or complaint process.



If faculty or staff become aware of a Formal Complaint involving a student they should notify the student's site RAD directly.

Review History

Action	Committee	Date	Status
Draft	Student Affairs	12 June 2017	Submitted
Reviewed	MDUEC Policy Advisory Subcommittee	14 June 2017	Endorsed
Reviewed	MD Undergraduate Education Committee (MDUEC)	19 June 2017	Approved
Reviewed	Policy Advisory Subcommittee	21 July 2022	Endorsed
Reviewed	Legal Counsel	02 August 2022	Endorsed
Reviewed	Undergraduate Medical Education Committee	15 August 2022	Clarification requested
Reviewed	Policy Advisory Subcommittee	20 October 2022	Endorsed
Reviewed	Legal Counsel	14 November 2022	Revised
Reviewed	Undergraduate Medical Education Committee	13 February 2023	Approved