



EUFAC

EMERGENCY ULTRASOUND
FELLOWSHIP ACCREDITATION COUNCIL

Policy Title: Complaints Policy
Policy Number: EUFAC – C 3.4
Effective Date: 08/02/2022
Purpose: Outline a process that allows people associated with an accredited fellowship program to submit training-related and/or unsolicited complaints to the EUFAC.

Policy

While the EUFAC encourages programs to solve any arising conflicts internally through complaints and grievance processes established within each institution, it is understood that there may be instances when a person associated with a EUFAC accredited fellowship program wants to submit a complaint directly to the EUFAC. This policy outlines filing of a formal complaint with the EUFAC and potential steps for addressing such complaint.

Procedures

1.0 Submission of Complaints to the EUFAC

Before contacting the EUFAC, the parties should attempt to resolve issues by utilizing all of the resources available within the program unless there is a reason for not doing so. Parties wishing to report training-related issues are invited to call the EUFAC Executive Director if they have questions or wish to first discuss the issues or process. The submission can also occur through www.EUFACouncil.org. The EUFAC must have a way to communicate with those who submit reports. Anonymous submissions are accepted, but the ability to respond and create a dialogue is essential.

2.0 Unsolicited Complaints

Except under unusual circumstances, unsolicited complaints will be reviewed by the council as part of the identified program's normal review cycle. Initial review of all unsolicited complaints will occur by EUFAC staff to determine if earlier review is needed.

The EUFAC will maintain the ability to receive unsolicited complaints about individual programs via a dedicated email inbox. The EUFAC Executive Director will promptly notify the sender of receipt when known. All complaints including reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Submitted complaints should include the following:

- a) A brief summary of the issue(s), including steps taken to attempt a resolution - if relevant.
- b) The name, city, and state of the program.
- c) Contact information for the reporting party.

Reports of alleged issues that occurred only prior to the current and preceding academic year may not be considered.

2.1 Confidentiality of Individuals Submitting a Complaint

The EUFAC will take steps to keep the identity of any reporting party confidential to the extent possible in light of the need to take appropriate action or when a party specifically waives the right to confidentiality. There may be times when the EUFAC may request permission to identify the individual(s) to the program in order to advocate for fair process and to identify options and strategies for resolution about the actions taken in response to a complaint. EUFAC may ask permission to contact the individual(s) should additional information be needed.

2.2 Confidentiality of Programs' and Institutions' Responses to the Complaint

The EUFAC will maintain confidentiality of a program's response(s) submitted in response to a complaint.

3.0 EUFAC Action for addressing Complaints Related to Training

EUFAC personnel will have initial discussions with parties who contact the office (by phone or through e-mail) to inform them about the mechanisms available for reporting issues (including the option to formally file a complaint). When the concerned party has confirmed that he/she wishes to work through the EUFAC, discussions can continue, and official reports can be submitted. EUFAC personnel will listen, provide education about options and available resources to assist in the resolution of training related issues, and, when appropriate, request internal inquiries of the program to further explore and resolve issues.

4.0 Review of Unsolicited Complaint

EUFAC will review all Unsolicited Complaints.

- a) The submitted information will undergo an initial review by the EUFAC Executive Director or administrative staff to identify all issues raised by the complaint.
- b) EUFAC or the Executive Director may solicit additional information from the program or the person submitting the complaint to clarify any issues.
- c) EUFAC will determine if the issues raised in the complaint are significant. If the issue is insignificant then no action will be taken.
- d) If issues is significant, additional data could be gathered. EUFAC may institute a process of review for the data received to determine what if any action should be taken. This process may include:
 1. Referral of matter to EUFAC Chair for review
 2. Referral of matter to the full EUFAC for review (quorum rules apply)
 - i. Decision to take no further action.
 - ii. Decision to record information for consideration during next accreditation cycle.
 - iii. Decision to notify program's department chair, DIO of complaint brought forth
 - iv. Initiate process to review program to change accreditation status of program
 1. A determination of a change in accreditation status or change in fellow complement can only occur after a review by EUFAC. EUFAC review will occur without cost to the program being reviewed.
 2. Programs who are referred to the full EUFAC for review will be notified prior to initiating the EUFAC review.
 3. Programs who are determined by EUFAC that a change in accreditation status is required will be notified within 15 business days of the final determination.
 - v. Initiate process to review program to change fellow complement at program
 1. Programs who are determined by EUFAC that a change in fellow

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complement is required will be notified within 15 business days of the final determination.