

McGill Faculty Of Medicine Undergraduate and Postgraduate Learner Mistreatment Reporting Process

Learner Distress Due to Mistreatment

Definition of Mistreatment

Note: Students always have a choice of using the University Ombudsman (ombudsperson@mcgill.ca)

Anonymous report (online evaluation of faculty, resident or course; Red Apple on The WELL Office website)
or
Direct report (not anonymous) to the WELL Office (email, phone, in-person)

The WELL Office

(All information confidential, unless student gives explicit permission)

TRIAGE

All reports are documented in database and triaged based on severity

Examples of significant, major, critical incidents

Significant Incident

- Inappropriate comments about sexual, racial or ethnic groups NOT directed to students or patients
- Belittling / humiliating comments, especially public
- General Rudeness

Documented in mistreatment database and monitored

Reports have a **6 month waiting period** to guarantee student anonymity/no evaluative consequence

3 or more instances

Major Incident

- Inappropriate sexual, racial or ethnic comments directed towards students or patients
- Personal services (e.g. dry cleaning, babysitting)

Escalated to relevant authority

- Department Chair
- Program Director
- Director of Professional Services

Recurrent

Critical Incident

- Potentially criminal act such as sexual assault, physical assault
- Patient safety concerns

Government authority
(Such as the police)

Escalated to relevant authority

- Vice-Dean, Academic Affairs
- Associate Dean, PGME
- Vice-Dean, Health Affairs

