



Policies and Procedures

Mayo Clinic Nicotine Dependence Center Education Program

Grievance Procedure

This policy provides a mechanism to facilitate resolution of conflicts, problems or disagreements raised by individuals enrolled in Mayo Clinic Nicotine Dependence Center Education Program offerings, with the exception of disciplinary actions.

Policy

Individuals are encouraged to address conflicts or problems in direct communication with the individual with whom they disagree. If the conflict is not resolved, the participant may file a grievance within 30 calendar days of the event in question.

Procedure

Individuals should first discuss any problems or complaints with the Nicotine Dependence Center Addictions Program Coordinator/Supervisor. The Addictions Coordinator will respond within thirty calendar days to answer questions or resolve complaints. In instances where an individual is uncomfortable taking a complaint to the Addictions Coordinator, he/she should contact one of the following by phone or email (contact information below), who will then consider the situation and act to address the concern:

- NDC Addictions Program Coordinator/Supervisor
- NDC Treatment Program Supervisor
- NDC Medical Director

NDC contact information:

Tel: 507-266-1093; Toll-Free: 1-800-344-5984; Fax: 507-255-0652; Email: ndep@mayo.edu

Attention:

If satisfactory resolution is not reached, the individual may appeal in writing within thirty calendar days to the NDC Administrator. The written request should be limited to three pages and should address why the action taken was inappropriate or indicate what remedy may be suggested. Within 30 calendar days, the Administrator will judge the merits of this appeal or, in certain situations at the Administrator's discretion, form a panel to consider the submitted information. The panel may request additional information or appearance before the panel of the individuals involved. The decision of the Administrator or panel will be final, without further appeal. Every effort will be made to resolve complaints in the most expedient and confidential manner possible. Retaliation against individuals who bring forward complaints or assist in investigating complaints is prohibited.