

## **FETP Accreditation Complaints**

Complaints from Program Residents, Staff, or Key Partners against Accredited Programs

At any point during the term of a program's accreditation, **major** complaints from its residents, staff, or key partners should be submitted to TEPHINET for examination and action.

The nature of these complaints shall exclusively refer to changes to the program that alter its compliance with the basic FETP accreditation eligibility requirements, or that significantly affect its adherence with FETP accreditation standards included in domains 2) Integration with Public Health Service and Value; 3) Staffing and Supervision; and 4) Selection and Training of Residents.

Complaints shall be presented in writing and supported by evidence as described below. Statements made in the complaint document shall explicitly refer to specific indicators and standards for which complainant(s) allege the program is no longer in compliance. Evidence accompanying the complaint shall be in the form of non-anonymous testimony and documentation—such as program official documentation and/or communications to members or the staff, residents, or key partners.

TEPHINET's Handling of Complaints against an Accredited Program

When adequately documented complaints against accredited programs (as described above) are submitted, TEPHINET shall convene a GAB accreditation complaints committee hearing to assess the validity of the complaint(s) and determine pertinent actions.

Assessment of Complaints

The GAB complaints committee shall be convened, constituted, and conduct its complaints assessment while observing the same policies and procedures that govern all accreditation involved parties. These include timely communication of the hearing date and time to all parties involved and the program's right to designate a representative to the hearing who would in turn respond to questions from the committee.

Complaints' committee hearing decisions will be final. The TEPHINET Secretariat will communicate the decisions to all parties within a week of the hearing. Decisions modifying the accreditation status of the program will be posted on TEPHINET's accreditation of FETPs website within 4 weeks of the hearing. Complaints' committee decisions might include changing the accreditation status of a program by making its accreditation conditional to remedial actions, or by revocation of accreditation.

#### Complaints against TEPHINET's Accreditation Facilitation

Complaints about TEPHINET's performance or conduct that contradict good accreditation practices, as defined in the Accreditation of FETPs Policies and Procedures Manual. Complaints must be in writing, specific, accompanied by non-anonymous testimony and/or documentation related to the complaint, and signed by the complainant. The TEPHINET Secretariat will seek to achieve an equitable, fair, and timely resolution of the matter. If the Secretariat negotiations are unsuccessful, the complaint will be referred to the AWG.

#### Accreditation Working Group Review of Complaints against TEPHINET

The AWG will review the complaint and issue recommendations to TEPHINET to correct the problem(s). The decision of the AWG will be communicated to the complainant in writing within 1 week of its meeting.

If sufficiently documented complaints involve actions that significantly undermine the accreditation principles or if TEPHINET representatives do not accept the recommendations issued by the AWG, the complaint shall be elevated by the AWG to the next FETP Program Directors Assembly meeting. As a matter of policy, TEPHINET maintains complete and accurate records of complaints, if any, against itself and makes them available for inspection on request at TEPHINET offices.