

Equity, Diversity and Inclusion Guide to Writing EDI Complaint or Report

To make a complaint regarding a personal experience of racism, discrimination, harassment, and/or reprisal, you can do the following:

- Complete the complaint form and submit to the SMA.
- The Physician Health Program Team will meet to review the complaint and decide if it will be referred for investigation.
- The SMA Physician Lead, EDI will reach out to you to explain the Team's decision and explain next steps.

What is a Complaint or Report?

- A Complaint or Report is a written statement you are submitting to the SMA about what happened. By writing and submitting a Complaint or Report, you are indicating that you agree to be contacted by an EDI team member who will ask questions to better understand what happened.

How do I prepare?

- Start by creating an outline of key events and timeline.
- Think about the relevant pieces of information you want to communicate
- Gather names and contact information of any other individuals who may have information about the incident.

Writing the Incident Description

- Always base your submission on the facts and your direct observations or experience.
- To the best of your ability, walk through what occurred and what you experienced in a chronological order, describing the sequence of events in the order that they happened.
- Focus on the most important parts of what happened.

How much information should I provide?

- Your submission should include enough information to enable the EDI team make informed decision.
- Do your best to answer the following questions:
 - **What happened?** Describe what you observed directly or heard. Include specific quotes or exact statements in quotations marks.
 - **Who was involved?** If you do not know exactly who was involved, further investigation may be required before a submission can be accepted for review.
 - **When did it happen?** Include the specific date(s) and time(s). Did the incident occur during a specific event or activity?

- **Where did it occur?** Include a description of the location where the incident occurred e.g. hospital, College building, physician office.
- **Who else was there?** Provide the names of individuals who may have more information about what happened.
- **What actions have already been taken?** Provide any actions that has been taken (either by yourself or others) to address the incident.

Impact of Trauma

The SMA recognize that considering submitting an EDI Complaint or Report can be difficult after a distressing or traumatic experience. The SMA Physician Health Program staff are available to provide necessary support. Please call 1-800-667-3781 for assistance.