

Charleston Area Medical Center

Office of Graduate Medical Education

Grievances

Purpose: To establish a policy for all graduate medical education (GME) training programs within Charleston Area Medical Center to use in the formal resolution of resident/fellow complaints and grievances. This policy does not apply to actions arising out of the Academic Improvement Policy or the Misconduct Policy outlined in the CAMC House Staff Handbook.

Scope: This policy applies to all CAMC graduate medical education programs.

Definitions:

Grievance – a cause of distress (such as an unsatisfactory working condition) felt to afford reason for complaint or resistance.

Process:

- A. Grievances should be dealt with in a confidential manner, and without fear of retaliation. Incidents should be reported directly to the supervising Resident/Fellow and/or attending in charge at the time of the incident.
- B. If the Resident/Fellow in charge is unable to rectify the situation, the attending on the team should be consulted.
- C. For any incident that is not resolved as stated above or that is not associated with a particular incident on a patient unit, Resident/Fellow should proceed directly to their Chief Resident/Fellow.
- D. If the Resident/Fellow does not feel as though the Chief Resident/Fellow has effectively resolved the issue, they should take the problem to the Program Director for resolution.
- E. If satisfactory resolution is still not apparent after the Program Director has become involved, then the Resident/Fellow should provide a written grievance report directly to the Administrative Director of Graduate Medical Education (GME office) outlining the issue. This report should describe the involvement of the Chief Resident/Fellow and the Program Director.
- F. The Administrative Director of Graduate Medical Education (GME office) will review the written grievance report to ensure that all of the appropriate steps, as indicated above, were followed. If appropriate, a grievance committee will then be formed consisting of, at least, the following individuals: Program Director for the grievant (or separately appointed program director); Designated Institutional Official/DIO (or designee); a Resident/Fellow not involved with the situation; and any other department representative deemed necessary by management to perform a reasonable investigation.

If, for any reason, a resident/fellow perceives a potential conflict of interest exists with the parties as outlined in steps A-E, the resident/fellow may take their grievance(s) directly to the Administrative Director of Graduate Medical Education who will proceed with the formation of a grievance committee as outlined in this policy.

G. Upon hearing the grievance, the committee will investigate any and all issues associated with the complaint and will provide a final written decision to the Resident/Fellow.

H. All proceedings and decisions of the grievance committee shall be reported to the Graduate Medical Education Committee and the applicable program director, in a confidential manner.

Signatures:

GMEC Chair:	Arthur B Rubin, DO, FACOP, MHA <small>Digitally signed by Arthur B Rubin, DO, FACOP, MHA Date: 2024.06.26 10:38:54 -04'00'</small>	
	Art Rubin, DO	Date
DIO:	Dinchen Jardine <small>Digitally signed by Dinchen Jardine Date: 2024.06.25 07:57:26 -04'00'</small>	25 Jun 24
	Dink Jardine, MD	Date