

REDRESS OF GRIEVANCES

Facility: CMC

Origin Date: 1992

Revision Date: September 2024

Sponsor: GMEC

1. PURPOSE:

Carilion Medical Center (CMC) supports residents in a consistent and equitable redress of grievances. This policy outlines the procedure residents use when a grievance exists with any person or process within CMC's Graduate Medical Education programs. The process for residents placed on probation or dismissed from a program is outlined in the Institutional Discipline policies. If harassment on the basis of race, color, religion, national origin, gender, veteran's status, genetic information, age, disability or any other characteristic protected by law is the basis of the grievance, the resident may use the process outlined in the Carilion Clinic Workplace Harassment policy.

2. SCOPE:

This Policy applies to all Accreditation Council for Graduate Medical Education (ACGME), Council on Podiatric Medical Education (CPME), and Commission on Dental Accreditation (CODA) accredited post-graduate training programs sponsored by Carilion Medical Center (CMC).

3. DEFINITIONS:

- A. Designated Institutional Official (DIO) is the individual appointed by the institution who has authority and responsibility to provide oversight, administration, and accountability to CMC's accredited Graduate Medical Education programs.
- B. Administrative Director of Medical Education is an individual appointed by the institution to assist in the provision of oversight, administration, and accountability for CMC's accredited Graduate Medical Education programs.
- C. Graduate Medical Education Committee (GMEC) is the committee authorized by the Board of Directors and administration of Carilion Clinic and CMC to advise, monitor and evaluate all aspects of graduate medical education. Membership is determined by the GMEC policy.
- D. Program Director is the lead physician appointed by the institution and registered with the appropriate ACGME Residency Review Committee, CPME, or CODA to

provide academic and administrative oversight of the residency program and to ensure that residents progress through the program in an appropriate fashion.

- E. Chief Resident is the individual or individuals appointed by the Program Director to assist in the day to day management of the residency program. The Chief Resident(s) acts as an important liaison between the residents, faculty and Program Director.
- F. Residency Program refers to post-graduate medical education programs approved by the ACGME, CPME, or the CODA.
- G. Resident refers to all interns, residents, and fellows participating in accredited CMC post-graduate medical education programs
- H. Ad hoc Subcommittee of the GMEC is a committee appointed to hear appeals as allowed by this policy (see Appeals and Due Process policy). The members of the Subcommittee shall be appointed by the Administrative Director of Medical Education (ADME) and shall consist of:
 - i. Three (3) program faculty members from non-involved Programs, one of whom shall be assigned to Chair the Subcommittee,
 - ii. Two (2) trainees from a non-involved Program.

The ADME and DIO may assist the Subcommittee and may be present at all meetings of the Subcommittee.

4. PROCEDURE:

- A. The resident's concern is initially discussed with the Chief Resident or a faculty member of their program.
- B. If the Chief Resident or faculty member is not able to resolve the grievance, the resident will present the details of the grievance, verbally or in writing, to the Program Director.
- C. If the Program Director is not able to resolve the grievance in a satisfactory manner, the resident may present the grievance, in person or in writing, to the DIO, and/or the ADME.
- D. The DIO, and/or the ADME, as appropriate, may resolve the grievance or call a meeting of an ad hoc Subcommittee of the Graduate Medical Education Committee (GMEC) at which time a full hearing of the grievance will take place. The findings of the GMEC Subcommittee are final.

Name	Title	Dept./Committee	Date
Daniel Harrington, MD	DIO	GMEC	December 18, 2007
Daniel Harrington, MD	DIO	GMEC	January 1, 2011
Donald W. Kees, MD	DIO	GMEC	February 25, 2014
Donald W. Kees, MD	DIO	GMEC	August 15, 2017
Donald W. Kees, MD	DIO	GMEC	April 21, 2020
Arthur Ollendorff, MD	DIO	GMEC	September 17, 2024