

Departmental Policy Title	General Grievances Policy - GME	Policy ID	11307
Keywords	grievance, concern, complaints, compliance, employee relations		
Department	Graduate Medical Education		

I. Purpose of Policy

The purpose of this policy is to set forth a fair, reasonable and readily accessible policy for Residents in Graduate Medical Education (GME) training programs accredited by the Accreditation Council for Graduate Medical Education (ACGME) to resolve concerns and grievances (referred to herein as concerns).

II. Policy Scope

This policy applies to all Accreditation Council for Graduate Medical Education (ACGME) – accredited residency and fellowship programs at Dartmouth-Hitchcock (D-H).

III. Definitions

Resident: Any physician in an accredited graduate medical education program, including Residents and Fellows.

Designated Institutional Official: The individual in a sponsoring institution who has the authority and responsibility for all of the ACGME-accredited Graduate Medical Education programs.

IV. Policy Statement

- All GME programs at D-H will promote fair, reasonable, efficient and equitable resolution of concerns that may arise in the course of residency or fellowship training. D-H prohibits retaliation against any individual who, in good faith, reports a concern or participates in the review or resolution of a concern under this policy.
- This policy and procedure does not apply to complaints by a Resident related to sexual harassment, including sexual misconduct or violence. Any Resident who believes that he or she has been subjected to sexual harassment is urged to immediately contact either the D-H Title IX Coordinator (TitleIX@hitchcock.org), the Director of Employee Relations (603-653-1570), or the D-H Compliance Helpline (1-844-733-0094) and to follow institutional policies addressing such concerns.
- This policy and procedure also does not apply to complaints by a resident related to discrimination based on any status protected by law including race, color, national origin, religion, age, veteran status, citizenship status, disability, sexual orientation, gender identity, or marital status. Resident complaints about discrimination may be reported to the D-H Title IX Coordinator (TitleIX@hitchcock.org), the Director of Employee Relations (603-653-1570), or the D-H Compliance Helpline (1-844-733-0094) and to follow Institutional policies addressing such concerns.

V. Procedure for Bringing Concerns

- A concern may be brought regarding any matter affecting the terms and conditions of a Resident's training. As noted above, claims or concerns about harassment or discrimination will be handled through a separate institutional policy and procedure. Employee Relations is available to Residents for consultation and support throughout this process.
- Residents may pursue concerns as follows:
 - a. The Resident should first attempt to resolve the concern informally by consulting with the Chief Resident or Senior Fellow, appropriate faculty, Associated Resident Council, or the Program Director.
 - b. If the Resident is unable to resolve the concern informally, he or she may submit the concern in writing to the Department Chair with a copy to the DIO. The concern should include a description of the concern and the desired resolution. The Chair (or his/her designee) will meet with the Resident at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern, and thereafter within a reasonable amount of time – allowing the Chair sufficient time to fully review and consider the matter – will issue a written decision to the Resident regarding the concern, and provide a copy to the DIO and the Program Director.
 - c. If the Resident does not believe the concern has been satisfactorily resolved, the Resident may submit the concern in writing to the DIO within five (5) business days of receipt of the Department Chair's decision. The DIO (or his/her designee) will meet with the Resident at a mutually agreeable time within seven (7) business days of receipt of the concern, and within a reasonable amount of time – allowing the DIO sufficient time to fully review and consider the matter – will thereafter issue a written decision to the Resident regarding the concern, and provide a copy to the Program Director and the Department Chair. The decision of the DIO is final.
 - d. Residents also have the option of utilizing the D-H Compliance Helpline (1-844-733-0094), a confidential phone hotline available 24/7, to report issues of concern anonymously. All reports are treated in a confidential fashion and are routed to the institutional Compliance Officer.
- If at any time the DIO or the Department Chair determines that a concern raises or may raise a compliance concern, the DIO or Chair shall refer the matter to the Office of General Counsel and/or the Compliance and Audit Services Department for further review and resolution. In this event, the Resident, Program Director, and Director or Chair (as applicable) shall be so informed.
- Resident notice of concern may be served upon the Department Chair or the DIO via electronic mail. Written decision may likewise be supplied to the Resident via electronic mail.
- Copies of all concerns, review requests and decisions mentioned above will be maintained by the GME Office.

V. References N/A

Responsible Owner:	General Medicine Education	Contact(s):	Karen Miller
Approved By:	Chief Medical Officer - D-H Lebanon; GMEC Approver Group; Office of Policy Support - All Other Documents	Version #	3
Current Approval Date:	05/11/2021	Old Document ID:	
Date Policy to go into Effect:	05/11/2021		
Related Polices & Procedures:			
Related Job Aids:			