

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 a Resident 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 ACGME – accredited residency and fellowship programs at Dartmouth Hitchcock (DH).

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 the ACGME-accredited Graduate Medical Education programs.

IV. Policy Statement

- GME programs at DH promote fair, reasonable, efficient, and equitable resolution of concerns that may arise during residency or fellowship training. DH 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 the following areas which have specific policy/procedure identified:
- Academic remediation outcomes: refer to the Academic Remediation and Due Process Policy and Procedure – GME.
- Disciplinary action: refer to Disciplinary Action and Due Process Policy and Procedure – GME.
- Complaints by a Resident related to sexual harassment, including sexual misconduct or violence. Any Resident who believes that they have been subjected to sexual harassment is urged to immediately contact either the DH Title IX Coordinator (TitleIX@hitchcock.org), the Director of Employee Relations (603-653-1570), or the DH Compliance Helpline (1-844-733-0094) and to follow institutional policies addressing such concerns.
- 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 DH Title IX Coordinator (TitleIX@hitchcock.org), the Director of Employee Relations (603-653-1570), or

the DH 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 matters affecting the terms and conditions of a Resident's Agreement of Appointment. As noted above, claims or concerns about harassment, discrimination, remediation outcomes, or disciplinary actions are handled through separate policies. Employee Relations and the GME Office is available to a Resident for consultation and support throughout this process.
- A Resident may pursue concerns as follows:
 - a. The Resident should first attempt to resolve the concern informally by consulting with the Program Director, Chief Resident or Senior Fellow, appropriate faculty, or the Associated Resident Council..
 - 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 Department Chair (or their designee) will meet with the Resident at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern. The Department Chair, within a reasonable amount of time to allow them 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 their designee) will meet with the Resident at a mutually agreeable time within seven (7) business days of receipt of the concern. The DIO, within a reasonable amount of time to allow them 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 Program Director and the Department Chair. The decision of the DIO is final.
 - d. A Resident also has the option of utilizing the DH 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 the Department Chair refers 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 DIO or Department Chair (as applicable) are informed.
- A Resident notice of concern may be delivered to 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 are maintained by the GME Office.

V. References N/A

Responsible Owner:	General Medicine Education	Contact(s):	Karen Miller
Approved By:	GMEC Approver Group; Office of Policy Support - All Other Documents	Version #	4
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Related Polices & Procedures:	Disciplinary Action and Due Process Policy and Procedure - GME Academic Remediation and Due Process Policy and Procedure- GME Title IX Sexual Harassment in Education Policy - GME Code of Ethical Conduct-D-H Non-Discrimination and Anti-Harassment Policy		
Related Job Aids:			