

Policy Title	Grievance and Due Process for Adverse Actions
ACGME Number	Institutional – 4.5
Page	Page 1 of 3

POLICY	
PURPOSE	Memorial's GME program makes every effort to treat all residents fairly and equitably. The position of resident presents the dual privilege and responsibility of student in training as well as employee. As such residents are bound to all MHS Standards of behavior. A resident's continuation in the program is contingent on maintenance of satisfactory professional standards and ACGME competencies in the provision of patient care and interaction with others in the health system. The purpose of this policy is to set forth fair, reasonable, and readily accessible policies and procedures for grievance and due process with respect to adverse actions taken by Memorial, including its GME program.
SCOPE	The policy applies to all MHS-sponsored GME residency training programs, both accredited and non-accredited. <i>Note:</i> In addition to being subject to specific policies and procedures required by all applicable accrediting bodies, GME residents are also subject to policies and procedures applicable to MHS employees generally and enjoy those benefits of employment applicable to MHS employees of comparable classification.
ACRONYMS	ACGME — Accreditation Council for Graduate Medical Education AOA — American Osteopathic Association CAO — Chief Academic Officer CMO (H) — Chief Medical Officer of individual hospitals in MHS CMO (S) — Chief Medical Officer of MHS CPME — Council on Podiatric Medicine DIO — Designated Institutional Official ECFMG — Educational Commission for Foreign Medical Graduates ERAS — Electronic Residency Application Service GMEC — Graduate Medical Education Committee LCME — Liaison Committee on Medical Education MHS — Memorial Healthcare System MSPE-Medical Student Performance Evaluation NRMP — National Resident Matching Program OAA — Office of Academic Affairs PD — Program Director RRC — Resident Review Committee
DEFINITIONS	The term "resident" refers to all medical graduate trainees (interns, residents, fellows) in all postgraduate GME training programs sponsored by MHS.
PROCEDURES	A resident who wishes to grieve an action must do so within five (5) business days of the action for a Level One review and within 2 business days for a Level Two review.

Policy Title	Grievance and Due Process for Adverse Actions
ACGME Number	Institutional – 4.5
Page	Page 2 of 3

PROCESS:

1. A resident initiates the Grievance Procedure by completing the official Grievance Form available from the Human Resources Department. The form will be emailed to the resident from a member of HR along with a due date for submission back to HR. The due date will be provided by HR; The due date for the resident to submit a completed grievance from back to HR is typically 5 business days when requesting a Level One review and 2 business days when requesting a Level Two review. The form includes: a statement describing the matter in dispute, supporting evidence/documentation, and the requested remedy or solution. After the Grievance Form has been completed, it is submitted to Human Resources.
2. Human Resources liaises between the resident and GME leadership, explaining the Grievance policy and procedure, and coordinating the exchange of written communication at each step in the process. The steps are as follows:

Level One: GMEC Level. The Level One process will include a review of the grievance matter by the GMEC Level. The Senior Director of Graduate Medical Education will establish an ad hoc Committee composed by faculty members outside of the resident's training program, who may or may not be members of the GMEC and at least 1 resident outside of the resident's training program who may or may not be members of GMEC. The Committee will review all documents and matters pertaining to the grievance. The Committee may request an in-person interview of the resident and the program director or other relevant faculty. This decision is documented on the Grievance Form and sent to Human Resources, who informs the resident of the decision rendered.

Level Two: Designated Hospital CMO Level. If the employee rejects the decision rendered in Level One, the employee may, within two (2) business days, request escalation of the grievance to a hospital CMO, chosen by the Senior Director of Graduate Medical Education. The CMO will review all documents and matters pertaining to the grievance. The CMO will make a decision as to the requested remedy. The decision of the hospital CMO is final and binding. The decision is documented on the Grievance Form and sent to Human Resources, who informs the resident of the decision rendered.

During the grievance process, the resident may be placed on administrative leave. ABMS considerations will prevail and may require the resident to make up time lost during administrative leave.

Policy Title	Grievance and Due Process for Adverse Actions
ACGME Number	Institutional – 4.5
Page	Page 3 of 3

REFERENCES	ACGME Institutional Requirements, effective July, 2022 ACGME Common Program Requirement, effective July 2023 ACGME Program Specific Requirements – most recent as per RRC specialty GME — Renewal and Promotion GME — Disputes and Complaints GME — Resident Contract MHS – Anti Retaliation Policy MHS – Anti-Harassment Policy MHS – Equal Employment Opportunity Policy
ORIGINAL ISSUE DATE	July 2017
REVIEW/REVISION DATES	September 2019; August 2020; August 2024; December 2024, March 2025
POLICY OWNER	Office of Academic Affairs If any of the statements contained in this policy conflict with any verbal statements or agreements made by any representatives of MHS, then the statements contained in this policy shall control the outcome of any such conflict. This policy is intended to supplement standard MHS Human Resources (“HR”) policies. To the extent that this policy conflicts with any MHS HR policy, the standard HR policy shall govern and control. MHS reserves the right to modify this policy in whole or in part, at any time, at the discretion of MHS or as required by applicable law, regulation, or governing/accrediting body. Employees who have questions regarding information contained in this policy should contact the Office of Academic Affairs.