

SUBJECT	NUMBER
GRIEVANCE RESOLUTION	GME-12 Attachments <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
KEY WORDS	EFFECTIVE DATE
Grievance, Problems, Report, Resolution	July 1, 1999
CATEGORY	LAST REVIEW DATE
Human Resources (HR)	January 2021
MANUAL	NEXT REVIEW DATE
Graduate Medical Education	January 2024
ISSUED BY	ORIGINATION DATE
Graduate Medical Education	July 1, 1999
APPLICABLE	RETIRED DATE
Applies to all HealthPartners Institute-sponsored post-graduate medical/dental trainees. The term "trainee" applies to residents and fellows.	Not Applicable
REVIEW RESPONSIBILITY	CONTACT
Graduate Medical Education Committee (GMEC)	Graduate Medical Education

PURPOSE

To establish a policy for all post-graduate training programs within HealthPartners Institute to use in the formal evaluation of trainees' complaints and grievances.

SCOPE

This policy applies to all HealthPartners Institute-sponsored post-graduate medical/dental training programs accredited by the Accreditation Council for Graduate Medical Education (ACGME), the Council on Podiatric Medical Education (CPME) and the Commission on Dental Accreditation (CODA).

DEFINITION

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

RESPONSIBILITIES/REQUIREMENTS

Occasionally, problems may arise in the course of a training program that must be addressed. For incidents that occur during a specific clinical setting, trainees should report any problems directly to the individual in charge at that time (i.e. senior resident, attending physician, etc.). If the matter is not resolved to the trainees' satisfaction, the following procedure should be observed:

- A. For any grievance that is not resolved as stated above, trainees should report problems directly to the Chief Resident or Program Director.
- B. If satisfactory resolution is still not achieved after the Program Director has been involved, then the trainee should provide a written grievance outlining the problem to the DIO/Executive Director of Health Professional Education or Designee.

- C. Upon receipt of the grievance report, the DIO/Executive Director of Health Professional Education or Designee will first ensure the Program or Site Director has been properly notified of the issue. A grievance committee will then be formed by the DIO/Executive Director of Health Professional Education or Designee, consisting of the following individuals:
 - 1. The Program Director of the grievant;
 - 2. Executive Director, Health Professional Education or designee;
 - 3. Executive Director of Human Resources from the appropriate hospital or employer groups or designee; and
 - 4. A trainee not involved with the situation.
- D. 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 trainee.
- E. All grievance committee decisions will be brought to the Graduate Medical Education Committee (GMEC) for information purposes.

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