

**CONEMAUGH MEMORIAL MEDICAL CENTER  
GRADUATE MEDICAL EDUCATION POLICY**

**GRIEVANCE POLICY**

**Purpose**

To provide a forum for residents/fellows to grieve a claim they dispute.

**Applies To**

All Conemaugh Memorial Medical Center Graduate Medical Education (GME) training programs.

**Policy**

A claim or dispute by a resident/fellow against Conemaugh Memorial Medical Center (CMMC) concerning the interpretation of the resident/fellow contract, rules, regulations or written policies.

**Definition**

The grievance policy may be invoked for serious claims other than for dismissal from a program; non-promotion to the next PGY level; nonrenewal of a resident's/fellow's agreement; suspension; probation; and not recommended for Board certification for training completed.

This policy and procedure does not apply to complaints by a Resident/Fellow related to sexual harassment, including sexual misconduct or violence. Any Resident/Fellow who believes that he or she has been subjected to sexual harassment is urged to immediately contact the Designated Institutional Official (DIO) of GME, and/or Human Resources, and/or the CMMC Corporate Compliance Hotline (866-519-4767), and to follow Institutional policies addressing such concerns.

This policy and procedure also does not apply to complaints by a resident/fellow 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/Fellow complaints about discrimination may be reported to the DIO of GME, and/or Human Resources, and/or the CMMC Corporate Compliance Hotline (866-519-4767) and should follow Institutional policies addressing such concerns.

**Procedure**

All GME programs at CMMC will promote fair, reasonable, efficient and equitable resolution of concerns that may arise in the course of residency or fellowship training. CMMC 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.

A concern may be brought regarding any matter affecting the interpretation of the resident/fellow contract, rules, regulations or written policies. As noted above, claims or concerns about harassment or discrimination will be handled through a separate institutional policy and procedure. Human Resources is available to Resident/Fellow for consultation and support throughout this process.

1. The resident/fellow should first attempt to resolve the concern informally by consulting with the chief resident, appropriate faculty, or House Staff Association.

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2. If the resident/fellow is unable to resolve the concern informally, he or she may submit the concern in writing to the Program Director. The concern should include a description of the concern and the desired resolution. The Program Director (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days (Monday-Friday) of the receipt of the concern; and thereafter, within (10) business days allowing the Program Director sufficient time to fully review and consider the matter, will issue a written decision to the Resident/Fellow regarding the concern.
3. If the Resident/Fellow does not believe the concern has been satisfactorily resolved, the Resident/Fellow may submit the concern in writing to the DIO within five (5) business days of receipt of the Program Director's decision. The DIO (or his/her designee) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days of receipt of the concern, and within (10) business days allowing the DIO sufficient time to fully review and consider the matter will thereafter issue a written decision to the Resident/Fellow regarding the concern, and provide a copy to the Program Director. The decision of the DIO is final. If the DIO is involved in the concern, the role of the DIO will be replaced with the Chief Medical Officer.
4. Residents also have the option of utilizing the CMMC Corporate Compliance Hotline (866-519-4767), 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 it is determined that a concern raises or may raise a compliance concern, the matter shall be referred to the Corporate Compliance Office for further review and resolution. In this event, the Resident/Fellow and Program Director shall be so informed.

Notice of concern may not be served upon the Program Director or the DIO via electronic mail. Written decision likewise may not be supplied to the Resident/Fellow via electronic mail. A formal written notice must be sent.

Copies of all concerns, review requests and decisions mentioned above will be maintained by the GME Office.

**References**

IR: IV.D.

GMEC reviewed: 1/2016, 3/2018

Revised by GMEC: 8/2003, 8/2004, 2/2005, 10/2005, 12/2017

Approved by GMEC: 9/1999