Grievances: Informal and Formal

Residents should try to resolve issues through the appropriate channels in their own program. However, if a resident or fellow feels that they have a concern that they would like to have addressed in a protected and confidential manner, they are welcome to use the following procedure.

This procedure is designed to promote a prompt resolution of complaints and grievances, while at the same time preserving the right of each resident to have their concerns addressed in a protected and confidential manner. All deliberations and discussions relating to a complaint or grievance shall be treated with confidentiality by all parties. The procedure is divided into informal and formal systems.

Informal Grievances

1. The resident makes an oral presentation of the grievance or complaint to a third party (a director of medical education or an institutional staff member) who then assigns a mediator. The resident should identify that he/she is implementing the informal complaint system when making the oral presentation.

2. The mediator will

    a. communicate with the resident to identify the subject of the grievance.

    b. communicate with other involved parties to attempt to clarify sources of conflict and identify possible avenues of resolution.

    c. seek information concerning policies, procedures, directives, and regulations relevant to a satisfactory resolution.

3. The mediator will give a written response to the aggrieved resident within ten working days of the resident's presentation unless an extension is mutually agreeable to the mediator and the aggrieved resident. Copies of the response should be sent to the initiating administrative officer and the Designated Institutional Official (DIO).

Formal Grievances

1. Within ten working days of the mediator's response on the informal review, the aggrieved resident submits a written, detailed complaint to the designated institutional official (DIO) and requests a review.

2. Within ten working days of requesting the review, the resident may submit a list of two to five nominees to serve on the review panel. One nominee will be selected to serve on the panel.

3. Within 30 days after receiving the formal grievance:

   a. The DIO appoints a three member review panel and appoints one member as the panel chair.

   b. The DIO sends a letter to the panel members stating the meeting time and location and copies the resident and other parties (director of medical education of the employing institution, program director, department chair) on the letter.

   c. The panel conducts a closed hearing according to Policy 506 in the *Resident Manual*.

   Panel Composition: The panel consists of three members who must be faculty, staff or residents associated with a Wright State University graduate medical education program. One member will be selected from the list provided by the resident. Note: If the resident is on active duty with the United States Air Force, at least one member of the review panel must be an active duty medical officer stationed at the Wright-Patterson Medical Center.

4. Within ten days of the hearing's conclusion, the panel will send a written recommendation to all parties, including the appropriate program director.

5. An appeal to the panel's recommendation may be submitted by any party to the DIO within 30 days of the panel recommendation letter. The chief executive officer(s) shall take such action as is deemed necessary to assure that all parties have been afforded due process and have received fair treatment. The panel recommendation can be confirmed, an alternative

decision rendered, or the case remanded back to the panel for further hearing.

6. In the case of military residents, once the appeal decision is finalized, Wright-Patterson Medical Center may conduct hearings according to USAF rules and regulations. Final approval by HQ AFPC/DPAME is required.