

Title: Grievance Resolution	Policy Number: GME-12
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PURPOSE: To establish a policy for all HealthPartners Institute-sponsored post-graduate medical/dental training programs (“Sponsored Programs”) to use in the formal evaluation of trainees’ complaints and grievances.

This policy applies to all Sponsored 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).

DEFINITIONS:

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

POLICY:

Trainees may experience issues during their training that must be resolved. For incidents that occur during training, 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:

1. For any grievance that is not resolved as stated above, trainees should report issues directly to the Chief Resident or Program Director.
2. 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 and the date of occurrence to the Designated Institutional Official (DIO) or their Designee.
3. Upon receipt of the grievance report, the DIO or their Designee will ensure the Program Director has been notified by the trainee of the issue. The DIO or their Designee will work with applicable organization resources (e.g., HR, the Law Department, etc.) to investigate and address the grievance.
4. Upon conclusion of the investigation of the grievance and resolution, the DIO will provide a final written decision to the trainee.

PROCEDURE: See above.

RELATED DOCUMENTS: Not Applicable

REFERENCE MATERIALS: Not Applicable

ADDITIONAL INFORMATION: Not Applicable

COMMITTEE/POLICY SPONSOR AND OWNER: Graduate Medical Education Committee