



Policies and Procedures

Policy MFMR05	Resident Grievance
Effective Date:	10/26/2022
Reviewed/Revised Date:	
PEC Approval Date:	10/26/2022; 10/13/2023
References:	GMEC Resident Grievance

Purpose: To define and outline the process for submission and adjudication of resident and fellow grievances.

Definition: A grievance shall not be used to question a rule, procedure, or policy established by an authorized faculty or administrative body. Rather, it shall be used by a resident/fellow who believes that a rule, procedure, or policy has not been followed or has been applied in an inequitable manner. An action may not form the basis of a grievance if the resident merely challenges the judgment of the faculty as medical educators in evaluating the performance of the resident.

Policy:

1. A resident who wishes to address a grievance related to his/her clinical work environment may utilize the procedure outlined below. This grievance procedure does not cover:
 - a. controversies or complaints related to corrective action, discipline or due process
 - b. sexual misconduct/sexual harassment
 - c. alleged violation of the Americans with Disabilities Act
 - d. alleged discrimination
2. Only residents currently training in a residency or fellowship program may utilize the Grievance Procedures. A former resident is not eligible to utilize this Grievance Procedure.
3. Once a resident has utilized the process outlined in the procedure, he/she cannot re-initiate the process for the same issue.
4. Residents and program directors are encouraged to resolve differences through collegial discussion and negotiation. However, the procedure as set forth provides for those instances in which assistance in resolving conflict is needed.
5. Methodist Medical Center of Oak Ridge prohibits retaliation against any individual who, in good faith, reports a grievance or participates in the review or resolution of a grievance under this policy.

Procedure:

A resident who has a grievance shall:

1. Provide, in writing, a grievance letter that must be presented to the program director within 30 days of the event giving rise to the grievance, and include the following information:
 - a. A factual description of the grievance, the policy or procedure that may have been violated
 - b. the date in which the grievant(s) first became aware of the alleged violation,
 - c. the remedy sought.
2. If the resident is not comfortable presenting the grievance letter to the program director, the grievance letter may be sent to the DIO will fill the role of the program director as it pertains to the below in addressing a grievance. In such instance, the grievance letter must provide specifics describing the reason(s) why the grievance letter was not initially presented to the program director.
3. The program director will meet with the resident at a mutually agreeable time within 14 calendar days of the receipt of the grievance letter. Thereafter, allowing a reasonable amount of time for the program director to fully review and consider the matter, a written decision will be provided to the resident regarding the grievance, and provide a copy to the DIO.
4. If the resident does not believe the grievance has been satisfactorily resolved as described above, the resident may submit a grievance letter directly to the DIO within seven (7) calendar days of receipt of the program director's decision. The DIO (or his/her designees) may meet with the resident at a mutually agreeable time within 14 calendar days of receipt of the grievance letter. The DIO will review and consider the case in consultation with the department chair, and within a reasonable amount of time, issue a written decision to the Resident regarding the grievance, and provide a copy to the program director. The decision of the DIO is final.
5. Residents also have the option of utilizing the Covenant Health Integrity Compliance Hotline, a confidential hotline available 24/7, to report issues anonymously. Reports can be made to contact the Integrity-Compliance Office directly or submit a confidential report at 865-374-8022. Residents can also call the Integrity-Compliance Report Line at 1-888-731-3115 during business hours or using this link to the Integrity Compliance Department found on the CovNet webpage.
6. Grievance letters may be delivered to the program director or the DIO via electronic mail. Written decision may likewise be supplied to the resident via electronic mail.