PUPPOSE
Residents are provided a procedure to initiate grievances to allow for the effective resolution of disputes or controversies.

SCOPE
1. Department of Medical Education
2. Baptist Health Medical Center - North Little Rock
3. Baptist Health Medical Center - Little Rock
4. Baptist Health Medical Center - Conway

POLICY
1. Grievances must be submitted in writing to the Program Director within fourteen (14) calendar days, briefly setting forth the complaint(s) giving rise to the grievance.

2. The Program Director shall attempt to resolve the grievance on an informal basis within thirty (30) calendar days of its receipt and propose a resolution in writing.

3. If the grievance pertains to any dispute or controversy between the resident and the policies, rules and regulations of the program and/or Sponsoring Institution, the Program Director shall notify the Designated Institutional Official (DIO).

4. If the grievance is not satisfactorily resolved, the resident may submit the grievance in writing to the DIO within fourteen (14) days of receiving the Program Director’s proposed resolution.

5. The DIO shall respond within thirty (30) calendar days of receipt of a grievance.

6. The decision of the DIO shall be a final and binding decision on the resident’s grievance. However, if the matter falls within the scope of matters for which the resident is entitled to due process, as defined in subparagraph 8 below, the resident may engage in that due process procedure.

   a. The GME program will follow due process procedures as defined in this policy if the Resident’s grievance involves an alleged violation of Policy Number 130 Evaluation and Promotion, breach of the terms of the Resident Agreement of Appointment, or the grievance alleges a violation of state or federal law by any person affiliated with the BH-UAMS.
Medical Education Program or a Sponsoring Institution. If a Resident requests due process with respect to a grievance or the Program Director determines that due process is required by the nature of the grievance, the Resident or Program Director must apprise the DIO of the circumstances in writing.

b. If the Resident wishes to appeal from the decision of the DIO, a request for a hearing must be filed with the DIO within 14 days of the notice of the decision and the hearing before the Hearing Committee must convene within 21 days of the request.

c. The DIO shall appoint a Hearing Committee of at least four (4) individuals to include one (1) Program Director from another program who has not participated in the deliberations about the involved Resident, one (1) Resident from a program other than that of the Resident that initiated the grievance, one (1) committee member of the GMEC from another department and one (1) member of the Sponsoring Institution’s administration.

d. The deliberations of this Hearing Committee must be recorded, and a recommendation must be submitted to the DIO within three (3) working days after final adjournment of the hearing. The DIO will review the deliberations and make a final decision in writing.

RELATED POLICIES
Evaluation and Promotion policy

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