Purpose
The purpose of this policy is to define the usual process at WSU for residents to communicate substantive issues and concerns to the programs and institution’s administration. It also defines the mechanisms for an official, impartial hearing of concerns that are not resolved through usual, initial communications with administration. Existing mechanisms available to all residents through the GME Office are:

Anonymous Complaint Box: The Anonymous Complaint boxes are located in the resident areas of each residency program. The boxes are checked frequently and can only be opened by the GME office administrative staff.

GME Office Open Door Policy: The GME office is a confidential and safe place for residents and fellows to discuss concerns and conflicts. Additional information available on the Graduate Medical Education website homepage (http://www.gme.med.wayne.edu/).

Residency Council and/or DIO: For problems involving program concerns, training matters or work environment, the Resident Council, or the GME DIO should be consulted.

Confidential Complaint Reporting: For concerns involving professionalism, including duty hour violations, Residents may also complete the confidential complaint reporting form online on the GME website (http://www.gme.med.wayne.edu/) or via the Resident Reporting Hotline (248-457-5120).

Other confidential venues available: GME Annual Resident Evaluation of the Program, ACGME Resident Survey.

Policy
WSU GME provides an environment in which residents may raise and resolve issues without fear of intimidation or retaliation. The intent is to provide the due process in instances where this is needed.

The Wayne State University School of Medicine GME programs encourage the participation of Residents in decisions involving educational processes and the learning environment. Such participation should occur in formal and informal interactions with peers, faculty and attending staff.

Efforts should be undertaken to resolve questions, problems and misunderstandings as soon as they may arise. Residents are encouraged to initiate discussions with appropriate parties for the purpose of resolving issues in an informal and expeditious manner.
With respect to formal processes designated to address issues deemed as complaints under the provisions of this policy, each program must have an internal process, known to Residents, through which Residents may address concerns. The Program Director should be designated as the first point of contact for this process.

Residents who have concerns or issues related to the interpretation, application, or breach of any policy, practice, or procedure in their educational program, or Graduate Medical Education in general should:

1. first discuss them with their program director,
2. if reasonable discussion with the program director does not lead to resolution of the concern the resident(s) should bring the issue to the attention of the Graduate Medical Education office and DIO,
3. If reasonable discussion with the Designated Institutional Official (DIO) does not resolve the issue, a formal grievance may be sent in written form to the Graduate Medical Education Council (GMEC).

Procedure

1. Resident(s) wishing to resolve a specific grievance will forward their complaint in writing (addressed to the Graduate Medical Education Council), to the DIO. The resident(s) concerned, or their colleagues representing them - such as the chief resident(s), will then be scheduled to present a summary of the complaint to the Graduate Medical Education Council at its next meeting. Legal representatives will not participate in or be present during Graduate Medical Education Council or subcommittee deliberations.

2. Upon hearing the summary of the complaint, the Graduate Medical Education Council will nominate a subcommittee to review that specific complaint. The subcommittee must be made up of Graduate Medical Education Council members and include:
   - two residents
   - two faculty (one from the program from which the complaint emanated and one not)
   - a chairperson who cannot also simultaneously fill one of the above positions
   - a non-voting administrative resource person
   The chairperson will be nominated and elected by the Graduate Medical Education Council.

3. The Grievance Subcommittee will meet within two weeks to consider resolution for the complaint. Residents, program directors, and the DIO will submit documentation they feel is important to the subcommittee secretary prior to the first meeting. The subcommittee chairperson may request additional documentation, as they or the subcommittee feels necessary.

4. The subcommittee will, at the designated time and place, hear the resident(s) concerned present the details of their complaint and their proposed solutions in full. Other concerned parties may also present their views on the issues to the subcommittees at that time. Having heard the resident(s) and other parties concerned, they will then be excused from the meeting.
5. The subcommittee will then immediately deliberate behind closed doors, without interference or participation by anyone other than subcommittee members.

6. The subcommittee will have the responsibility to make a final recommendation regarding resolution of the complaint. This will be expected at the time of the first meeting. In rare circumstances, at the chairperson’s discretion, the subcommittee may elect to obtain additional information and meet again in one week to finalize their recommendation(s) for resolution of the complaint.

7. The final recommendation(s) of the Grievance Subcommittee will be distributed by the chairperson to the Graduate Medical Education Council, the resident(s) concerned, and the DIO within 3 work days.

8. The subcommittee’s final recommendation(s) for resolution of the complaint are final and binding

**Monitoring:**
The GMEC will monitor compliance with the institutional and program policies through the following venues:

- Annual Program Evaluation
- Special Review of the Program
- ACGME Annual Resident Survey
- Annual GME Resident evaluation of the program
- ACGME Annual Faculty Survey
- Annual GME Faculty evaluation of the program
- Resident Quality Council
- Anonymous contact via hotline and/or online complaint form