CONCERNS, COMPLAINTS, GRIEVANCE/DUE PROCESS POLICY

For residents with complaints, concerns, issues, grievances, etc., the Family Medicine residency follows the GMEC Institutional policies in addition to this policy.

General Conduct
Residents in the Pikeville Medical Center (“PMC”) Family Medicine Residency program must be courteous to, cooperate with, and respect each other and all patients, patient family members, and staff. Quiet, good order and decorum must be maintained at all times. Loud conversations must be avoided and discussions concerning patients are to be held only in secure locations and with individuals involved in their care. Residents must abide by all policies and medical staff bylaws of PMC and policies of the program. The Program Director will exert direct supervisory control over the Residents.

Members of the PMC staff are encouraged to discuss with their respective departments any concerns with residents or the program as well as seek advice, information, or counseling regarding residents, attending physicians, colleagues, co-workers, etc.

Grievance Process
Residents are encouraged to discuss any concerns with the Program Director.

The following guidelines are to be observed when seeking an informal resolution:

At the resident’s request, steps will be taken to resolve the matter informally. The aim of the informal resolution process is to ensure that the problem is resolved promptly. No disciplinary action is taken against a program or individual in resolving informal complaints.

The resident’s name will be held in confidence during the informal resolution process and, in general, no one else will be contacted without the permission of the resident. However, the Program Director will have the discretion to determine when the situation warrants notification of another individual or individuals. If deemed advisable by the Program Director, constructive, confidential, informal discussion may be undertaken in order to alleviate a situation.

The following levels of authority are to be utilized in successive order to adjudicate an informal complaint:

a. Program Director
b. Chief Operating Officer
c. Designated Institutional Officer (“DIO”)
The following guidelines are to be observed when seeking a **formal resolution**: 

At the resident’s request, steps will be taken to resolve the matter *formally*. A *formal* complaint may also be initiated by the Program Director because of the severity of the matter.

- Prior to any *formal* action, the complaint must be reduced to writing identifying the situation.
- After a complaint has been reduced to writing, an investigation of the situation will be initiated by the Program Director.
- The investigation will include, at a minimum, an interview with the resident. Other individuals will be interviewed if it is determined that the situation warrants such an interview. The individual(s) who are the subject(s) of the complaint will then be informed of the nature of the complaint, the identity of the resident, and the facts surrounding the situation and they will be given a full opportunity to respond to the complaint. Any other person who may have information regarding the situation may also be interviewed.
- Notes and documentation of all discussions relating to the investigation will be maintained. All matters related to the investigation shall remain confidential to the extent possible, provided that it does not interfere with the ability to investigate or take corrective action.
- Upon review, the Program Director will recommend or take appropriate action, if applicable.
- Notification of the findings and dispositions as recommended by the Program Director shall be provided, confidentially, in writing, to both the resident and the other individual(s) involved.

The following levels of authority are to be utilized in successive order to adjudicate a *formal* complaint:

- Program Director
- Chief Operating Officer
- Graduate Medical Education Committee
- Sponsoring Institution