UNC SCHOOL OF MEDICINE

THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

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Fellowship Program in Transfusion Medicine at UNC Hospitals

POLICY AND PROCEDURE

POLICY ON GRIEVANCE PROCESS

The ACGME requires that the sponsoring institution provide residents with fair, reasonable, and readily available written institutional policies and procedures for grievance and due process. These policies and procedures must minimize conflict of interest by adjudicating parties in addressing:
(1) Academic or other disciplinary actions taken against residents that could result in dismissal, non-renewal of a resident's agreement, non-promotion of a resident to the next level of training, or other actions that could significantly threaten a resident's intended career development; and,
(2) Adjudication of resident complaints and grievances related to the work environment or issues related to the program or faculty.
Before bringing a grievance regarding either a disciplinary action or a complaint related to the work environment, a resident should first discuss the matter with the Residency Program Director in his/her training program (unless the grievance is based on an action or inaction of the Residency Program Director) and/or the Designated Institutional Official (DIO) in the Graduate Medical Education Office.

Academic or Other Disciplinary Actions:

Step I. Discussions Between Resident and Department Chair
A resident who faces academic or other disciplinary actions that could result in dismissal, non-renewal of the resident's agreement, non-promotion to the next level of training, or other actions that could significantly threaten the resident's intended career development has fifteen (15) days after receiving written notice of such action to appeal the decision by presenting a written statement of his/her grievance to the Department Chair. The Department Chair, or designee, shall meet with the resident within seven (7) days after receipt of the resident's grievance, and shall render a decision within seven (7) days after all necessary discussions are held.
Step II. Discussions Between Resident, Chief Operating Officer of UNC Hospitals and Chief of Staff
If the Step I decision is not satisfactory to the resident, the resident may request consideration of the matter by the Chief Operating Officer of UNC Hospitals and Chief of Staff. The request must be presented within seven (7) days after receipt of the Step I decision and shall be addressed to the Chief Operating Officer. The Chief Operating Officer of UNC Hospitals and Chief of Staff shall meet with the resident within fourteen (14) days after receipt of the resident's request and shall render a decision within seven (7) days after all necessary discussions are held.
Step III. Appeal Committee
If the Step II decision is not satisfactory to the resident, the resident may request consideration of the matter by an ad hoc hearing committee. The request must be presented to the President of UNC Hospitals

within seven (7) days after receipt of the Step II decision. An ad hoc hearing committee shall be appointed by the Chair, Executive Committee of the Medical Staff upon recommendation of the Chief Operating Officer of UNC Hospitals and Chief of Staff. Such committee shall have five (5) members, one of whom shall be designated to serve as Chair. A resident from the Housestaff Executive Council shall be one of the five (5) members.

A hearing shall be held not less than fourteen (14) days nor more than twenty-eight (28) days from the date of the resident's request for a hearing. The President of UNC Hospitals shall notify the resident of the time, place and date of such hearing at least seven (7) days in advance of such hearing date. An accurate record of the hearing shall be kept. The resident shall have the right to call, examine and cross-examine witnesses and to representation by counsel. The hearing need not be conducted strictly according to the rules of law relating to the examination of witnesses or presentation of evidence.

Within seven (7) days after final adjournment of the hearing the ad hoc committee shall make a written report and recommendation, and shall forward its report and recommendation together with the hearing record and all other documentation to the President of UNC Hospitals. The President of UNC Hospitals shall render a written decision to the resident within seven (7) days after receipt of the ad hoc committee's report and recommendation.

Complaints and Grievances Related to the Work Environment:

Step I. Discussions Between Resident and Department Chair

A resident who wishes to file a complaint or grievance related to the work environment has fifteen (15) days after the incident that is the subject of the complaint or grievance occurs to provide written notice of such incident to the Department Chair. The Department Chair shall meet with the resident within seven (7) days after receipt of the resident's complaint or grievance, and shall render a decision within seven (7) days after all necessary discussions are held.

Step II. Discussions Between Resident, Chief Operating Officer and Chief of Staff of UNC Hospitals

If the Step I decision is not satisfactory to the resident, the resident may request consideration of the matter by the Chief Operating Officer and Chief of Staff of UNC Hospitals. The request must be presented within seven (7) days after receipt of the Step I decision and shall be addressed to the Chief Operating Officer. The Chief Operating Officer and Chief of Staff of UNC Hospitals shall meet with the resident within fourteen (14) days after receipt of the resident's request and shall render a decision within seven (7) days after all necessary discussions are held.

Step III. Appeal

If the Step II decision is not satisfactory to the resident, the resident may request consideration of the matter by the President of UNC Hospitals. The request must be presented to the President of UNC Hospitals within seven (7) days after receipt of the Step II decision. The President of UNC Hospitals shall meet with the resident within fourteen (14) days after receipt of the resident's appeal and shall render a decision within seven (7) days after all necessary discussions are held. The President's decision is a final decision.

RESPONSIBLE UNIT

Director's Office/Graduate Med. Ed. Comm.

GMEC Reviewed and revised:

GMEC Reviewed and Approved: MSEC Approval:

5/92 5/94 3/95 1/98 9/00 11/03 10/06 3/08 11/09 11/10 3/11 10/11 12/11