

UNIVERSITY OF MARYLAND MEDICAL CENTER GRADUATE MEDICAL EDUCATION POLICY AND PROCEDURE MANUAL	PAGE: 1 of 1	PROCEDURE NO: GMS-Z
	EFFECTIVE DATE: 7/1/15 revised 10/22/2015	
SUBJECT: GRIEVANCE PROCEDURE (COMPLAINT PROCEDURE)		
APPROVALS: Graduate Medical Education Committee 7/1/2015		

UMMC and its residency programs provide a learning and working environment in which residents/fellows (collectively referred to as “residents”) have the opportunity to raise concerns and provide feedback without intimidation or retaliation and in a confidential manner as appropriate. In furtherance of this environment, the hospital has adopted the following procedure for submitting and processing resident/fellow grievances at the program and institutional level Step 1, Step 2, and 3.

1. Step 1: Program Director and/or faculty [including Department Chair]. Residents are strongly encouraged to first discuss concerns or feedback with their program director or other members of the resident/fellow’s program faculty.
2. Step 2: Graduate Medical Education or Designated Institutional Official. If the resident’s concern is not resolved to his/her satisfaction by the Program Director and/or faculty, or the resident believes that there would be a conflict of interest in reporting the matter to the Program Director or faculty, then the resident/fellow may contact the Graduate Medical Education (“GME”) Office or Designated Institutional Official (“DIO”) to discuss the issue. GME and/or the DIO will attempt to resolve the matter.
3. Step 3: Chief Medical Officer. If the resident’s concern is not resolved to his/her satisfaction by GME or the DIO, the resident may contact the hospital’s Chief Medical Officer (“CMO”) regarding the matter. Any action taken by the CMO with regard to the issue is final.

Complaints alleging discrimination or harassment on the basis of race, gender, color, creed, sex, national origin, disability, age, sexual orientation, gender identity, military status, marital status, for engaging in protected activity, or any other status protected by law: (inserted a colon)Complaints of this nature should be referred to the University of Maryland Medical Center’s Human Resources Department for investigation.