



Graduate Medical Education Office

**POLICY: 200-050385-028**

**Grievance Policy Procedures**

In accordance with Accreditation Council for Graduate Medical Education (ACGME) Institutional Policy IV.E, the Sponsoring Institution must have a policy that outlines the procedures for submitting and processing resident and fellow grievances at the program and institutional level and that minimizes conflict of interest.

In addition, and in accordance with Section IV.C.2.e of the ACGME Institutional Requirements, the House Officer Contract must include a reference to this grievance policy

**Definitions: (Per HUMC Policy 207)**

**Grievance:** A formal written complaint or allegation concerning interpretation or application of rules and regulations governing person, practices, or working conditions in which a verbal complaint has not been resolved satisfactorily between the workforce member and their immediate supervisor.

**Workforce Member:** A workforce member is either a County or Non-County employee and includes employees, contact staff, affiliates, volunteers, **trainees (residents/fellows), students** and other persons whose conduct, in the performance of work for the Department of Health Services, is under direct control, whether or not they receive compensation from the County.

**Business Days:** Calendar days exclusive of Saturdays, Sundays and legal holidays.

**Time Limits:** Failure of Management to reply to workforce member's grievance within the time limits specified automatically grants the workforce member the right to process the grievance to the next level.

If an employee fails to appeal from one level to the next level within the time limits established in this grievance procedure, the grievance shall be considered settled on the basis of the last decision and the grievance shall not be subject to further appeal or reconsideration.

**Management:**

Level 1: Immediate Supervisor

Level 2: Medical Director

Level 3: Director of Department of Health Services

**Policy:**

A workforce member grievance shall be resolved promptly and equitably and addressed by management without discrimination, coercion, restraint, or reprisal against any workforce member who may submit a formal grievance

Managers and supervisors should consult and follow the Memoranda of Understanding (MOU) for represented residents and fellows.

Grievances submitted by non-represented employees will be reviewed with the same concern and expedition as grievances submitted by represented employees.

**Procedure:**

**Concerns related to professionalism, harassment, and discrimination should be directed to Human Resources and the County Equity Investigations Unit (CEIU) and through the County Policy of Equity (CPOE) reporting structure at the link below: <https://employee.hr.lacounty.gov/equity-investigation/>**

***Per CIR MOU 2022-2025\****

**Informal Grievance (Verbal Grievance):** Within five (5) business days from the occurrence of the matter on which a complaint is based, or within five (5) days from their knowledge of such occurrence, an employee shall discuss their complaint in a meeting with their immediate supervisor.

Within five (5) business days from the day of the discussion with the employee, their immediate supervisor (as specified shall verbally reply to the employee's complaint.

**Level 1:** Within **ten (10) business days** from receipt of their supervisor's decision, an employee, not satisfied, may file a formal written grievance.

Within **ten (10) business days** their immediate supervisor shall give their decision in writing to the employee attaching the original grievance.

**Level 2:** Within **ten (10) business days from their receipt of his supervisor's written decision** and using the returned original copy of the grievance form, the employee may appeal to the Medical Director of the facility.

Within **ten (10) business days** from receipt of the grievance, the Medical Director shall give a written decision to the employee.

**Level 3:** Within **ten (10) business days** from their receipt of the decision at level two, the employee may appeal to the departmental Medical Director (Director of Department of Health Services) using the original copy of the grievance.

Within **ten (10) business days** from the receipt of the employee's grievance, the departmental Medical Director or their designated representative, who has not been involved in the grievance in prior levels, shall make a thorough review of the grievance, may meet with the parties involved and shall give a written decision to the employee.

**Alternate Procedures to Escalate Concerns**

Should a resident be uncomfortable in addressing a concern (professional, educational, related to the clinical learning environment, etc) within the reporting structure outlined above they can submit complaints to any of the following bodies (in no particular order):

- Designated Institutional Official
- GME Clinical learning Environment Subcommittee (anonymous concerns can be electronically submitted)
- Committee of Residents and Interns (CIR) for represented employees
- Human Resources
- County Intake Specialist Unit (CISU) and the County Equity Investigations Unit (CEIU) via the County of Los Angeles' Policy of Equity (CPOE) Program and Policies

## **Communication of Resident Issues**

Residents and staff of the CIR, the organized housestaff bargaining unit, shall hold a monthly meeting with the hospital administration (the Chief Operations Officer or his designee), medical administration (Director of Medical Education and Administrative Director of Medical Administration), a representative of the Department of Human Resources and other hospital personnel as deemed pertinent to the agenda. The purpose of this meeting is the resolution of issues identified by the residents. Issues that cannot be resolved at the institutional level may be carried to the monthly meetings with the Associate Director of Health Services and the Directors of Medical Education from all of the Los Angeles County teaching hospitals.

**\* All conditions and applicable language of the most recent Council of Interns and Residents (CIR)-LA County MOU apply.**

### **References:**

1. HUMC POLICY 207 HUMC Grievance Policy 207
2. CIR MOU 2023 [LAC-MOU 2022 2025](#) (page 40-50)
3. HUMC Policy 210 [HUMC Harassment/Hostile Work Environment Policy 210](#)
4. CEIU Website <https://employee.hr.lacounty.gov/equity-investigation/>