All residents are asked to speak to the Program Director (PD), the Designated Institutional Official (DIO) or the GME office before filing a complaint. If this does not solve the issue, then the resident is asked to follow the complaint process.

Such complaints must be submitted in writing and bear the signature and mailing address of the complainant(s). MHS will take all action possible to see that all concerns and complaints are kept confidential.

It is not the intent of MHS to discriminate or retaliate against any resident because he or she presents a complaint or concern.

This complaint process does not in any way waive or otherwise affect a resident’s rights under federal or state laws governing discrimination.

1. Submitting a Complaint/Concern

   If the complainant is a resident, a member of the teaching staff, or other person affiliated with the program or institution in question, the following steps should be taken:
   a. Contact the Program Director/Designated Institutional Official for GME to discuss the problem.
   b. If the issue involves the program director/designated institutional official, cannot be discussed with the program director/DIO, or is not resolved by meeting with the program director/DIO, contact the institutional GME committee.
   c. If the efforts above do not resolve the issue, or the complainant cannot discuss the complaint with the institutional officials, contact the ACGME Office of Resident Services (residentservices@acgme.org) to discuss submitting a formal complaint. This initial contact can occur by telephone or email, but must be followed by submission of a formal written and signed complaint.

2. Content of the Complaint/Concern

   a. When submitting a complaint that alleges non-compliance with the requirements, the complainant should identify the requirement(s) in question and provide both an explanation and evidence of non-compliance.

3. Procedures for Processing a Complaint/Concern

   a. Upon receipt of a complaint or concern, the MHS Graduate Medical Education Department will investigate the situation and will determine if additional information from the complainant is required.
b. Before submitting the complaint to the GME review committee for consideration, the Program Director will review the complaint and the response with the complainant.

4. **Review Committee Action**

Review Committees shall review the complaint/concern and the program director’s response and shall determine one of the following:

a. the response satisfactorily addressed the allegations and no further action is required;

b. there is validity to the complaint and corrective action, which could include disciplinary action, such as suspension, probation or termination of the resident or reassignment of the resident may be required;

c. there is validity to the complaint and the offender is associated with or employed by a participating health care provider, then MHS will take necessary steps possible to ensure appropriate corrective action is taken with respect to that individual;

d. There is validity to the complaint and the offender is a resident, agent or member of the medical staff of a participating health care provider, GME will notify the Chief Executive Officer of the affected institution and will cooperate with the investigation and corrective action, if any is deemed necessary.

5. **Confidentiality**

a. MSH will take all action possible to see that all complaints or concerns are kept confidential.

6. **Submitting a Formal Complaint**

a. The programs and their sponsoring institutions that are accredited by the ACGME are expected to comply with the ACGME’s institutional and program requirements. Anyone having evidence of non-compliance with these standards by a program or institution and if efforts above do not resolve the issue, may submit a formal complaint to the ACGME.