



Grievance Procedures

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REVIEWED BY:	REVIEWED BY:	REVIEWED BY:	APPROVED BY: Lisa Rameaka, MD, Chief Medical Officer

- I. Purpose.** The purpose of this *Grievance Policy* (this “Policy”) is to set forth a fair, reasonable and readily accessible policy for Residents/Fellows in Graduate Medical Education (GME) training programs accredited by the Accreditation for Graduate Medical Education (ACGME) as well as non ACGME accredited Graduate Medical Education Programs at Women and Infants Hospital (WIH) to resolve concerns and grievances (referred to herein as *concerns*).
- II. Scope.** This policy applies to all residency and fellowship programs at WIH.
- III. Policy.** It is the policy of WIH that all Graduate Medical Education Programs will promote fair, reasonable, efficient and equitable resolution of concerns that may arise in the course of residency or fellowship training. WIH prohibits retaliation against any individual who, in good faith, reports a concern or participates in the review or resolution of a concern under this policy.

Please Note: This policy and procedure does not apply to complaints by a resident or fellow related to sexual harassment, including sexual misconduct or violence, or discrimination. Any resident or fellow who believes that they have been subjected to this type of conduct is urged to immediately contact Human Resources at (401) 680-4400 to report the matter.

- IV. Procedure.**
 - a. A concern may be brought regarding any matter affecting the terms and conditions of a Resident or Fellow’s training. Employee Relations is available to Residents and Fellows for consultation and support throughout this process.
 - b. Residents/Fellows pursue concerns as follows:
 1. The resident/fellow first attempts to resolve the concern informally by consulting with their Chief Resident or Senior Fellow, or appropriate faculty to aid in resolution.
 2. If the resident/fellow is unable to resolve the concern informally, they may submit the concern in writing to the Program Director or Associate Program Director with a copy to the Designated Institutional Officer (DIO). The concern should include a description of the matter and the desired or proposed resolution. The Program Director or Associate Program Director will meet with the Resident/Fellow at a mutually agreeable time **within** seven (7) business days of the receipt of the concern. Thereafter, allowing a reasonable

amount of time for the Program/Fellowship Director or Associate Program/Fellowship Director to fully review and consider the matter, a written decision will be provided to the resident/fellow regarding the concern, and provide a copy to the DIO.

3. If the Resident/Fellow does not believe the concern has been satisfactorily resolved, the Resident/Fellow may submit the concern in writing directly to the DIO within five (5) business days of receipt of the Program Director or Associate Program Director's decision. The DIO (or his/her designees) will meet with the Resident/Fellow at a mutually agreeable time within seven (7) business days of receipt of the concern. The DIO will review and consider the case in consultation with the Department Chief, and within a reasonable amount of time, issue a written decision to the Resident/Fellow regarding the concern, and provide a copy to the Program/Fellowship Director or Associate Program/Fellowship Director. The decision of the DIO is final.
4. Any concerns submitted by the Resident/Fellow will not be included in their permanent file.

V. Definitions: Terms not already defined in this Policy have the following meanings:

- a. **Grievance:** a situation where a trainee has a cause for complaint especially after perceived unfair treatment.

REFERENCES: N/A

APPROVAL/REVISION:

11/06/2016: Initial Version of Policy approved

12/30/2022: Revisions approved

REPLACES: GME 52