

Managing Grievances Associated with Continuing Education Activities

Note: *Grievances can be sent to the Office of Continuous Professional Development (OCPD) via email at cme@vumc.org or phone at 615-322-4060.*

Purpose

Two of the important values of the Division of CME are customer service and integrity in all our professional and administrative activities. It is important that participants are treated fairly and receive prompt responses to concerns. The purpose of this policy is to provide a transparent and consistent process for resolving conflicts and grievances with any CME activities accredited by VUMC.

1. Resolution Process

- a. Grievances related to customer service
 1. *Complaints related to administrative matters* managed by the Division of CME will be referred to the Senior Director. Resolving the issue shall be a priority. If the Senior Director cannot resolve the issue, it will be referred to the Vice President, Office for Continuous Professional Development. A Division of CME Grievance Report form will be completed.
 2. *Complaints related to educational matters* will be referred to the activity director responsible for the continuing educational activity. It is expected that the activity director will manage the complaint as required by their department or division. The Senior Director, Office for Continuous Professional Development, will be kept informed. A Division of CME Grievance Report form will be completed.
- b. Grievances related to integrity

Grievances included in this category include but are not limited to:

- a) violations of the ACCME's Standards for Commercial Support
 - b) violations of the AMA's Gifts to Physicians and rulings of the Council on Ethical and Judicial Affairs
 - c) violations of the Ethical Principles of Psychologists and Code of Conduct of the American Psychological Association
 - d) violations of the Policy on Conflict of Interest and Commitment of Vanderbilt University Medical Center
- 2) When a complaint is made in this category, the Senior Director, Office for Continuous Professional Development, must be informed immediately.
 - 3) The Senior Director, Office for Continuous Professional Development, will notify the activity director of the affected continuing education activity. If the activity director of the

continuing education activity is the subject of the complaint, the Senior Director, Office for Continuous Professional Development, will notify the Chair of the activity director's department.

- 4) The Senior Director, Office for Continuous Professional Development, and the activity director of the affected continuing education activity will follow the steps listed below:
 - a) The activity director of the affected continuing education activity will collect information about the complaint.
 - b) The activity director of the affected continuing education activity along with the Senior Director for Continuous Professional Development will determine if the information warrants further action.
 - (1) If the complaint requires no further action, a Division of CME Grievance Report form will be completed and the individual issuing the complaint will be notified by the Division of CME.
 - (2) If the complaint requires further action, the activity director of the affected continuing education activity will refer the complaint and collect information to the appropriate department or division for resolution.
 - (a) The department or division will report resolution to the Division of CME using the Division of CME Grievance Report form.
 - (b) The individual issuing the complaint will be notified by the Division of CME about the resolution of the complaint.

Date of Grievance:

Continuing Education Activity:

Type of Complaint:

- Customer Service: administrative matter managed by Division of CME
- Customer Service: educational matter managed by the activity director
- Integrity: violation of ACCME's Standards of Commercial Support
- Integrity: violation of AMA's Gifts to Physicians and rulings of the Council on Ethical and Judicial Affairs
- Integrity: violation of the Ethical Principles of Psychologists and Code of Conduct of the American Psychological Association
- Integrity: violation of the Policy on Conflict of Interest and Commitment of Vanderbilt University Medical Center

Grievance Report form

Description of Grievance:

Resolution:

- Grievance did not have merit
- The following actions were taken:

Grievance	Action Taken

Activity Director

Senior Director, OCPD

Date

Date

Vice President OCPD
(CC)