



DEPARTMENT OF DEFENSE
UNIFORMED SERVICES UNIVERSITY OF THE HEALTH SCIENCES
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National Capital Consortium
Graduate Medical Education
Phone: (301) 319-0709

**NATIONAL CAPITAL CONSORTIUM POLICY ON SUBMITTING AND PROCESSING
GRIEVANCES RAISED BY TRAINEES
(Issues other than training status)**

ACGME Institution Requirement: IV.E

1. The trainee should first report a grievance to his/her adviser or Program Director who will assist the trainee in identifying which pathways are appropriate to the situation.
2. Grievances involving administrative matters will be referred through the military chain of command or the hospital chain of administrative responsibility through their respective Director of Medical Education, as appropriate.
3. For matters related to the military, the formal chain of command may be utilized up to the Commanders of each facility, and may, on rare occasions the extraordinary pathway to the Inspector General of the respective facility.
4. Grievances of an EEO nature must be referred to the appropriate EEO Office at the respective Command where the trainee is billeted.
5. Several mechanisms are in place to assist trainees with issues involving the program or Program Director:
 - a. Issues raised by trainees may be more easily handled by the Resident Representative to the GMEC, the Director of Internship Training, or the respective Director of Medical Education. If a resolution is not achieved that is satisfactory to the trainee, the issue will be brought directly to the Executive Director [(301) 295-3638] or to the GMEC Executive Committee if a resolution is still not attained.
 - b. The NCC Resident Liaison Representative, also available to assist, is a neutral third party skilled in assisting trainees with resolving issues or problems and recommending appropriate resources. This individual is not in the military chain of command or associated with any particular training program. To set up an appointment, the NCC Resident Liaison Representative can be reached at (301) 319-0709 Monday through Friday from 0600-1430.
 - c. The NCC Trainee Helpline, located at <https://usuhs.navexone.com/peoplehub/home> allows secure reporting via computer or telephone. The system is maintained and operated by EthicsPoint, a company dedicated to providing a safe reporting environment for institutions of higher learning, health care facilities, and public corporations. A link to EthicsPoint is also located within the GME webpage at <https://medschool.usuhs.edu/academics/ncc/resources>. The NCC Trainee Helpline provides trainees the ability to electronically report issues at their convenience, day or night without scheduling an appointment. Additionally, the NCC Executive Director or the NCC Resident Liaison Representative can follow up and provide feedback through a confidential password-protected email account established and maintained by EthicsPoint. Any trainee opting

to use the NCC Trainee Helpline could elect to remain anonymous. The NCC has purchased this system primarily for the security it would provide users who desire this level of privacy. Because of this, you should be aware that there could be a lag time of up to 48 hours between reporting a concern and receipt by the NCC.

- d. Any resident representative to the GMEC may present grievances to the GMEC on behalf of an aggrieved trainee.
- e. Written records concerning evidence that a conflict exists, the current understanding of the nature of the conflict, and the measures already taken to resolve the conflict, should be maintained.
- f. For grievances involving residency termination determinations by the Academic Hearing Subcommittee, please see Section F.7.d.iii of the NCC Administrative Handbook.
- g. In exceptional cases, complaints, where all available pathways for resolution have been exhausted, may be made directly to the Accreditation Council for Graduate Medical Education (ACGME). Details are available on the organization's web page at: www.acgme.org.

Per ACGME Institutional Requirements, effective 1 July 2022.

Approved at the 2 August 2023 GMEC meeting.