

R: Dean of the College of Osteopathic Medicine
A: Associate Dean for Osteopathic Clinical Education and Simulation
C: Continuing Medical Education Committee; Legal; Office of the President
I: CHSU COM Community and CME Committee



California Health Sciences University

COM Continuing Medical Education Grievance Policy

I. OVERVIEW OF POLICY

It is California Health Sciences University College of Osteopathic Medicine, (CHSU-COM), desire to work toward continually improving its Continuing Medical Education, (CME), program by seeking the needs and desires of its faculty, participants, and those served. It is important that participants are treated fairly and receive prompt responses to problems and concerns.

The purpose of this policy is to provide a transparent and consistent process for resolving conflicts and complaints for COM CME.

II. GRIEVANCE RESOLUTION PROCESS

Material for all CHSU-COM sponsored CME programs shall contain the following grievance procedure for program attendees:

Only participants of CHSU COM CME may file complaints regarding CHSU-COM CME sponsored programs. All CHSU COM CME participants must communicate all complaints and concerns in writing within 30 calendar days after the CME event has occurred. Written complaints may be submitted to Jessica McCune at 2500 Alluvial Avenue, Clovis, CA 93611; or by e-mail jmccune@chsu.edu or by phone at (559) 712-4200, ext. 4924. (or by mail to CHSU College of Osteopathic Medicine, Atten: Jessica McCune, 2500 Alluvial Ave., Clovis, CA 93611. The written communication should specify the nature of the grievance and any “particulars.”

The Associate Dean for Osteopathic Clinical Education and Simulation (or designee) will review written complaints generally within 14 business days of receiving the written complaint. The Associate Dean for Osteopathic Clinical Education and Simulation (or designee) shall issue a written response to the complainant outlining the University’s response.

If the grievance is not satisfactorily resolved by the Associate Dean for Osteopathic Clinical Education and Simulation (or designee), then the complainant may appeal the decision to the Continuing Medical Education Committee who shall consult the Dean of the College of



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Osteopathic Medicine and issue a written response to the appeal, generally within 30 business days..

If the complainant does not receive a satisfactory response following the Committee's review of the matter, the complainant may then notify the Council on Continuing Medical Education of the AOA at 800-621-1773. Written complaints regarding compliance with the AOA's CME Guidelines can be mailed to that division at: 142 E. Ontario Street, Chicago, IL 60611.

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- Policy Owner: Dean of the COM
 - Effective Date: 11/12/2020
 - Revised Date: 11/12/2020
 - Approval by Dean Date: 11/16/2020
 - Approval by the President: 11/24/2020