

Harlem Hospital Center
Department of Pediatrics
Policies & Procedures

Grievances Policy

Residents are encouraged to present their grievances and complaints to their immediate senior resident or attending, the chief resident, or as the last resort to the Residency Program Director and/or the Director of Pediatrics. Complaints and grievances can also be discussed with the Pediatric Graduate Medical Education Committee. Residents are assured that their grievances and complaints will be given the desired attention and appropriate corrective actions will be implemented.

More serious complaints or grievances, or those not satisfactorily resolved through the above channels, should be addressed in writing to the Director of Pediatrics within 90 days after the grievance arose. The Director of Pediatrics, after consultation with the Pediatric Graduate Education Committee (PGMEC), will take appropriate action and reply to the grievance in writing.

Residents may appeal an unsatisfactory determination by the Director of Pediatrics and the PGMEC in writing to the Director of Labor Relations. If the outcome of this determination is unsatisfactory to the resident, s/he may further appeal the decision as outlined in the Collective Bargaining Agreement, Article XV – Grievance Procedures.