



DeBusk College of Osteopathic Medicine

LINCOLN MEMORIAL UNIVERSITY

Policy Order Number: DCOM CME Grievance Policy

Effective Date: June 1, 2016

Revised:

Signature on File

Dr. Brian A. Kessler, Dean

LMU-DCOM Office of CME Grievance Policy

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1. PURPOSE

To provide guidelines for managing grievances associated with LMU-DCOM’s CME Office and sponsored activities.

2. POLICY

Activity sponsors must have a written policy dealing with procedures for the management of grievances.

3. PROCEDURE

Program evaluations of each CME activity are an integral part of the CME program and will be distributed at the end of each activity. Feedback is aggregated and communicated to the appropriate programs and contacts and used for future program planning. Grievances regarding program administration and reporting of AOA CME credits will be handled on an individual basis. Grievances shall be submitted in writing to the CME Director for review. If the CME Director cannot resolve the issue, the grievance will be referred to the CME Advisory Committee. If no resolution by the CME Advisory Committee, it is referred to the

Dean of LMU-DeBusk College of Osteopathic Medicine. If the participant does not receive a satisfactory response, they may notify the Council on Continuing Medical Education of the AOA at 142 E. Ontario St., Chicago, IL 60611.

Questions about the Office of CME grievance policy:

CME Office-LMU-DCOM
6965 Cumberland Gap Parkway
Harrogate, TN 37752
Phone: 423-869-6819 or fax: 423-869-7078
Lincoln Memorial University Website Disclaimer <http://www.lmunet.edu/about-lmu/website-disclaimer>

4. CONSEQUENCES OF NON-COMPLIANCE

CME Sponsor Accreditation Probation and/or Revocation

5. DURATION OF POLICY

This Policy is effective as of the date above and shall remain effective until amended or terminated by the Dean of LMU-DCOM.