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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.