Pacific Northwest University of Health Sciences

Policy: CME Program - Grievances

Purpose: This policy provides guidelines for managing grievances associated with PNWU’s CME Program and sponsored CME activities.

Policy: Grievances regarding PNWU’s CME Program and sponsored CME activities are handled on an individual basis. Efforts shall be made to promptly and constructively address and resolve all grievances.

Definitions: N/A

Procedure:
1. Grievances should be submitted in writing to the CME Director for review and resolution.
2. Any grievances that cannot be resolved by the CME Director are referred to the CME Committee.
3. If the CME Committee cannot resolve the issue, the grievance will be referred to the PNWU President.
4. Responses to grievances will be provided within 30 days of receipt by the University.
5. 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.
6. Issues raised are shared with the CME Committee and considered when planning future activities and CME Program improvements.

Related Documents:
- Policy: CME Program – Cancellations and Refunds
- Policy: CME Program – Evaluation