RESIDENCY TRAINING IN
ORAL AND MAXILLOFACIAL SURGERY

Disputes and Grievances

1. Purely contractual and hospital-specific issues will be resolved according to the guidelines provided within the contract signed by the resident following the processes developed by the Human Resources Department of SJUMC.

2. Academic issues will be adjudicated using the grievance process developed by the Academic Affairs office at SJUMC. Issues related to employment at this institution are handled by the Human Resources Department.

3. Residents who feel that the program does not adhere to Standards published by the Commission on Dental Accreditation (CODA) of the ADA may submit written comments to the Commission:

   > Commission on Dental Accreditation
   > 211 East Chicago Avenue
   > Chicago, IL 60611

4. Alternatively, residents wishing to contact CODA may do so by calling 1-800-621-8099 ext 4653.

5. Only comments related to the program's adherence to the published Standards will be considered by CODA. Other comments which may be significant but do not relate to program accreditation may be referred to other agencies.

6. CODA is interested in the sustained quality and continued improvement of advanced education programs in dentistry and the dental specialties. The Commission does not intervene on behalf of individuals nor does it act as a court to appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

7. Disputes or grievances arising from inappropriate interpersonal behavior including alleged sexual harassment, abuse and belittlement, will be addressed as per St. Joseph's grievance process.

8. Residents in the St. Joseph's University Medical Center OMS training program are encouraged to seek resolution of disputes and grievances within the structure of the program. While the processes described above may be initiated, if necessary, it is the hope of program leadership that all issues can be resolved appropriately without the involvement of individuals, agencies or processes outside of the program.