

AMERICAN BOARD OF MEDICAL GENETICS

PROCEDURES FOR HANDLING COMPLAINTS ABOUT PROGRAM COMPLIANCE WITH ACCREDITATION STANDARDS

THE ABMG WILL NOT INTERVENE ON BEHALF OF AN INDIVIDUAL COMPLAINANT REGARDING, FOR EXAMPLE, MATTERS OF ADMISSION, GRADES, APPOINTMENT, PROMOTION, OR DISMISSAL OF FACULTY OR STUDENTS. THE ABMG ACCREDITATION COMMITTEE WILL INVESTIGATE COMPLAINTS ONLY WHERE THE COMPLAINT INDICATES POSSIBLE NONCOMPLIANCE WITH ACCREDITATION STANDARDS.*

A. Complaint Procedure

Any person concerned about the quality of a medical genetics laboratory training program accredited by the American Board of Medical Genetics (the “ABMG”) may contact the ABMG Administrative Office and/or Chair of the ABMG Accreditation Committee. Concerns regarding a clinical genetics residency program should be forwarded to the ACGME which accredits these programs. The ABMG will consider and investigate only those complaints containing allegations which, if substantiated, may indicate noncompliance with accreditation standards. The steps to follow in filing a complaint with the ABMG are as follows:

1. The ABMG will not take any action based on an anonymous complaint.
2. All complaints must be received in writing. A written complaint should include as much information and detail as possible about the circumstances that form the basis of the complaint.
3. If a written complaint indicates circumstances which, if substantiated, may indicate noncompliance with accreditation standards, the ABMG may request that additional written corroboration be provided within 60 days from the date of the written complaint. Such corroboration might include letters or other documentation not previously provided to the ABMG by the complainant.
4. The ABMG shall attempt to maintain, but does not guarantee, the confidentiality of complaints or corroborating material. Specifically:
 - a. Any information about a program/school may be released to the Program Director, Dean, Department Head or Administrative Supervisor (the “Program Official”), members and staff of the ABMG, their respective attorneys, and other persons authorized by the Program Official, required

* Complaints regarding an individual certified Genetics Professional should be submitted to the ABMG Certification Committee.

by law, or necessary, in the discretion of the ABMG, to fully investigate the complaint.

- b. The complainant and any corroborators will be required to sign an authorization to release the written complaint and corroborating materials to the Program Official, members and staff of the ABMG, their respective attorneys, and appropriate outside parties.
5. If an oral or e-mail complaint is not followed up within 30 days by a written complaint, or if a release authorization and/or requested written corroboration are not provided within 60 days, the file will be closed and no further action will be taken by the ABMG. The file may be reopened at the discretion of the ABMG.
6. The complainant will be informed if an ABMG investigation has been initiated, but the details and results of any ABMG investigation will be treated as confidential and will be entered into the program's confidential accreditation file.

B. Investigation Procedure

1. A three-member Investigation Committee, appointed by the President and comprised of current and past board members, will investigate the written complaint and determine whether it raises issues relating to compliance with accreditation standards. If the Investigation Committee determines that the complaint does not raise such issues, the matter will be closed.
2. If the Investigation Committee determines that the complaint raises issues relating to compliance with accreditation standards, the ABMG will notify the Program Official of the complaint in writing within 30 days. The Program Official will be requested to respond to the complaint and also may be requested to answer specific questions or provide other information, documentation, or materials.
3. The Investigation Committee will conduct an investigation of the complaint, including any response from the Program.
4. The Investigation Committee will present the findings of the investigation, which may or may not include recommendations for action, to the ABMG Accreditation Committee at its next regularly scheduled meeting occurring not less than 60 days after review by the Investigation Committee.
5. If the Accreditation Committee determines that sufficient evidence does not exist to indicate that the program is not in substantial compliance with accreditation standards, it will close the matter and report the same in a timely manner to the Program Official.
6. If the Accreditation Committee determines that such evidence does exist, it may request that the Program provide additional information or a progress report; schedule a limited survey or site visit; or take any other action it deems

appropriate to further investigate the matter. The Program Official will be notified in a timely manner of the Accreditation Committee's action.

7. If, as a result of the above investigation, it is determined that a program is not in substantial compliance with accreditation standards, the following adverse accreditation actions may be taken:
 - a) Temporary Probation
 - b) Probation
 - c) Revocation
 - d) Accreditation with restrictions
 - e) Any other action deemed necessary and appropriate by the ABMG.
8. An adverse accreditation action may be appealed pursuant to the *ABMG Appeal Process for Adverse Decisions Affecting Accreditation*.
9. If the complaint is found to have merit, all expenses incurred by the ABMG will be reimbursed by the program.

Effective Date:

Last revised: