



# Phoenix Children's®

## Department of Continuing Medical Education

### **SUBJECT: Grievance Resolution for Fees/Refunds**

**POLICY:** The CME program will manage grievances related to program administration and evaluation documents through the CME Manager and the CME Steering Committee.

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### **PROCEDURE:**

1. Grievances are handled on an individual basis.
2. If the grievance involves the content, these issues will be considered when planning future activities.
3. Grievances related to administration of the program are directed to the appropriate administrator (CME Manager or member of the CME Steering Committee) for resolution.
4. All grievances should be in writing and specify the nature of the grievance and any "particulars."
  - a) Grievances can be submitted by US mailed to:  
Ozzie Rodriguez, CME Manager  
Department of Continuing Medical Education  
Phoenix Children's Hospital  
1919 E. Thomas Road  
Phoenix, AZ 85016
  - b) Grievances sent by email should be addressed to both of the following:  
[orodriguez1@phoenixchildrens.com](mailto:orodriguez1@phoenixchildrens.com) and [cme@phoenixchildrens.com](mailto:cme@phoenixchildrens.com)
5. Grievances will be responded to within thirty (30) days of receipt.
6. Refunds will be issued in full if the individual situation merits doing so.