



AAMA Certifying Board

Grievance Investigation Procedure

I. GRIEVANCE

The Certifying Board (CB) of the American Association of Medical Assistants (AAMA) requires that a medical assistant awarded the CMA (AAMA)[®] credential uphold the *AAMA Code of Conduct for CMAs (AAMA) and Examination Candidates* and abide by the *AAMA Disciplinary Standards and Procedures for the CMA (AAMA)*. In the event that a CMA (AAMA) or previous recipient of the CMA (AAMA) credential violates any of these values and standards, an individual or organization may report the violation(s) using the *AAMA Certifying Board Grievance Investigation* form that is posted on the AAMA website, www.aama-ntl.org.

The CB grievance procedure does not apply to personal issues or any matters outside the scope of the *AAMA Code of Conduct for CMAs (AAMA) and Examination Candidates* and the *AAMA Disciplinary Standards and Procedures for the CMA (AAMA)*.

A formal grievance must be in writing using the Grievance Investigation form. Verbal grievances are not acted on.

Name(s) of the person filing a grievance, the name of the individual being investigated, and circumstances and documentation of the grievance are stored securely. Confidentiality is safeguarded. The name of the grievant is required but will not be released to the individual being investigated unless the law requires the grievant's identity to be disclosed. All parties to the grievance against a CMA (AAMA) shall be informed of the completion of the grievance review process and the outcome.

II. CERTIFYING BOARD GRIEVANCE INVESTIGATION PANEL

The AAMA Director of Certification may forward a grievance to the Grievance Investigation Panel. This panel consists of the CB Chair, the CB First Vice Chair and the CB Second Vice Chair. The Grievance Investigation Panel has the authority to make a final judgment.

III. PROCEDURE

- A. Once the completed Grievance Investigation form is received, the AAMA Director of Certification will respond within five working days acknowledging receipt of the investigation request. If the grievance is outside the scope or authority of the CB, the letter will advise that no action will be taken. If applicable, the grievance may be forwarded to another AAMA department.
- B. Within 15 working days after receiving a written grievance, a letter will be sent to the subject advising them of the grievance against them with details of the allegation, contact information, and notification of a 15 working day time limit for a written rebuttal.
- C. Within 15 working days of receipt of the written rebuttal, the AAMA Director of Certification will send a written response to the subject and the individual who filed the grievance informing them of action to be taken. Actions may include the following:
 - Possible sanctions listed in the *AAMA Disciplinary Standards and Procedures for the CMA (AAMA)*
 - Dismissal of allegations
 - Referral to the Grievance Investigation Panel



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D. If the matter is referred to the Grievance Investigation Panel, the panel will render a decision within 15 working days of written notification by the AAMA Director of Certification which will include all documentation pertaining to the investigation. The decision of the Panel will be provided in writing to the subject of and the individual who filed the grievance within 15 working days.

E. If the subject does not agree with the action taken by the AAMA Director of Certification or the decision of the Grievance Investigation Panel, he/she may request an appeal by submitting a completed Appeal Request form.

IV. TIMELINESS

After initial filing of a grievance, processing at each step will not exceed 15 working days. However, a response may require an extension if the grievance is complex in nature and it may be necessary to extend the timescale by agreement with the CB Grievance Investigation Panel.

A grievance should be filed as soon as the action in question is identified. Grievances filed more than one year from the action or decision in question will not be considered. All communication from all parties must be in writing.