



**PROTOCOL**  
**REQUESTS FOR  
GRIEVANCE MATERIAL**

Under the provisions of the Professional Compliance Program Grievance Procedures, information about grievances that result in official professional compliance action may be made available, upon appropriate request, to Fellows, Members, counsel or the public. AAOS will inform the requesting party of any *final* professional compliance action taken by the AAOS Board of Directors. AAOS will not disclose information about parties in a pending grievance nor will AAOS disclose information about any grievance in which the Board of Directors did not take official professional compliance action.

The following protocol identifies how AAOS will respond to requests for information about official professional compliance actions and requests for grievance documents:

**I. Requests for Information**

AAOS staff will respond to telephone calls, emails and other written requests for official professional compliance actions or information on how to access grievance documents.

**II. Requests from Fellows, Members, Law Firms or Other Interested Parties for Grievance Documents**

The Professional Compliance Program will advise Fellows, Members, law firms or other interested parties that a subpoena must be issued for the grievance material:

- Unless otherwise specified in the subpoena, complete grievance material is defined as the grievance book prepared for the Board of Directors meeting and the notification letter of official action taken by the Board of Directors;
- The Professional Compliance Program may advise Fellows, Members, law firms or other interested parties to limit the subpoena for records of final, official professional compliance actions to the reports and/or hearing transcripts of the Committee on Professionalism, the Judiciary Committee, if applicable, and the Board of Directors;
- The Professional Compliance Program will accept service voluntarily; e.g., AAOS will not require that the subpoena be personally served on an AAOS officer or agent;
- The Professional Compliance Program will honor out-of-state subpoenas; and
- The Professional Compliance Program will honor faxed subpoenas which are followed by the original documents.

### **III. Expedited Requests for Grievance Documents**

The Professional Compliance Program will respond, as possible, to expedited requests for grievance material. Expedited requests are defined as those allowing 20 days or less production time and, as such, will be charged double the normal rate for duplicating and shipping.

### **IV. Costs of Duplicating and Shipping Material**

The Professional Compliance Program will provide requestors with the cost of duplicating and shipping grievance material:

- AAOS must receive payment for duplicating and shipping prior to releasing the grievance material. Payment may be made by check or credit card;
- The Office of General Counsel will prepare a preliminary invoice for duplicating and shipping grievance material. The final invoice and/or receipt of payment will be sent by the AAOS Accounting Department on behalf of the Professional Compliance Program;
- Duplicating material will be charged at \$.75/page; and
- Shipping will be estimated using boxed UPS next-day delivery.

### **V. Requests for Membership Status**

AAOS will respond to requests from any party about an individual Fellow's membership in the AAOS.

Inquiries regarding final, official professional compliance actions taken by the AAOS Board of Directors will be forwarded to the Professional Compliance Program for response.

AAOS will not inform the requesting party of whether a professional compliance action has been filed or is pending.