

Policy Statement

To provide a mechanism for registrar, supervisor and training facility complaints, appeals and grievances who are involved in the Australian General Practice Training (AGPT) Program and EV GP Training (EV).

Application and Scope

1. This procedure applies to all registrars, supervisors and training facilities in the AGPT Program related to their training experience with AGPT and/or EV.
2. To provide an efficient, fair and accessible framework for resolving complaints and monitoring feedback.
3. Ensure each appeal against EV decisions is handled in an equitable and open manner.
4. This procedure applies to the following decisions made by EV regarding:
 - a. the progress of a registrar through the AGPT Program;
 - b. placement/transfer of a registrar;
 - c. withdrawing a registrar from EV;
 - d. the application of the AGPT Program and EV policies and procedures, and
 - e. services provided to registrars according to EV deliverables with the Department of Health.

Principles

EV will uphold the following:

1. Fairness, openness, transparency and natural justice to all parties.
2. Complaints, grievances and appeals will be dealt with in a timely manner.
3. Registrars, supervisors and training facilities have the right to make a complaint about any aspect of the EV training program without fear of retribution.
4. Registrars have the right to appeal decisions made by EV in accordance with AGPT Appeals Policy 2017 and AGPT Complaints Policy 2017.
5. EV will ensure appropriate support is available for a registrar involved in an appeal to the Department of Health.

Procedure

Complaints

1. In the first instance the registrar, supervisor or training facility should consider raising the matter with the relevant parties for informal resolution. Complaints can also relate to EV.
2. Depending on the nature of the complaint, the registrar, supervisor or training facility is encouraged to discuss their complaint with the Registrar Support Officer (RSO), the Registrar Liaison Officer (RLO), Supervisor Liaison Officer (SLO), the Practice and Supervisor Support Officer (PSSO), or their training advisor.
3. Where all efforts to resolve the complaint at the local level have been exhausted, a formal complaint should be submitted to the Chief Executive Officer (CEO) by submitting a *Complaint or Grievance Reporting Form* or the Department of Health as per the AGPT Complaints Policy 2017.
4. Once the formal complaint is received by the CEO, it will be investigated and if required a meeting will be convened within 30 days with the relevant parties to seek to resolve the matter through mutual agreement.
5. Should the matter remain unresolved, the CEO may refer the complaint to an external committee consisting of a Board nominee, independent medical educator or supervisor and registrar representative.
6. The committee decision must be communicated in writing to the complainant through the CEO within 7 days following. The complainant may appeal the decision made by EV to the Department of Health in accordance with the AGPT Appeals Policy 2017.

Grievances

1. Registrars are employees of training practices and it is EV's expectation that any-practice issues should be addressed at a practice level, and issues in relation to employment must be managed in the context of the employer/employee relationship and in accordance with the National Terms and Conditions for the Employment of Registrars (NTCER).

ED-Org-8.22 Complaints, Grievance and Appeals



2. A grievance refers to a perceived violation of the registrar, supervisor or training facility relationship. This may include:
 - a. any decision that contravenes principles of natural justice;
 - b. decisions contrary to any information or evidence provided;
 - c. where there is new information or evidence;
 - d. irrelevant considerations influencing a decisions outcome, and
 - e. the use of appropriate procedures.
3. If the registrar, supervisor or training facility is unable to resolve the issue at a practice level, they should raise the matter with their RSO, RLO, SLO, PSSO, or training advisor.
4. Where the grievance relates to the terms and conditions in the Employment Agreement, registrars should seek advice from their professional body General Practice Registrars Australia (GPRA), and Practice Managers and GP Supervisors seek advice from General Practice Supervisors Australia (GPRA).
5. Should the grievance not be dealt with to the registrar's, supervisor's or training facility's satisfaction and does not relate to the employment agreement, a formal grievance should be lodged on the *Complaint or Grievance Reporting Form* to the CEO.
6. An initial response by EV will be given in writing within 7 days of receiving the form, outlining how the grievance is being handled.
7. The CEO will investigate the grievance and if required convene a meeting with relevant parties with a view to negotiating a suitable resolution to mediate the grievance within 30 days of receiving the formal grievance.
7. In instances where the matter is unable to be resolved by the CEO; or the complainant is not satisfied with the CEO's decision, they may make an appeal to the Department of Health in accordance with the AGPT Appeals Policy 2017

Appeals

1. Appeals may be lodged in respect to decisions and/or policy positions made by EV where one of the following conditions exists:
 - a. there is new information or evidence that was not considered as part of the initial decision;
 - b. the decision was against the information or evidence considered, and
 - c. Irrelevant considerations were taken into account in the EV decision-making approach.
2. Registrars, supervisors or training facilities must lodge, in writing, an appeal to the CEO within 14 days of receiving notification of an EV decision.
3. The appellant will be invited to present the appeal to a committee comprising a Board nominee, independent medical educator or supervisor and a registrar representative who were not involved in the initial application/decision. This will occur within 30 days of receiving the appeal.
4. The committee's decision along with associated reasoning will be provided to the appellant within seven days of the hearing.
5. Where the committee notifies no change to the original decision, a final appeal may be lodged with the Department of Health in accordance with the AGPT Appeals Policy 2017 [.](#)

Reporting and evaluation of Complaints, Grievances and Appeals

1. The details of all complaints, grievances and appeals will be recorded on a register held by the CEO; this will be de-identified and reported to the Board on a quarterly basis.
2. The Board will review the register, monitor trends and evaluate outcomes. Any actions arising will be documented in the Board minutes.

Additional Information

AGPT Appeals Policy 2017

AGPT Complaints Policy 2017

ED-Org-8.23 Critical Incidents, Serious Issues and Managing Notifiable Conduct Policy



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