

COASTCITYCOUNTRY TRAINING
REGISTRAR APPEALS AND COMPLAINTS
POLICY.
OPERATIONAL POLICY NO 2.0



1. If a Registrar is not satisfied with a decision regarding their medical education (provided by CoastCityCountry) or an administrative/procedural matter, CoastCityCountry Training Limited acknowledges the right to appeal or complain about a decision.

Appeals versus Complaints

2. The distinction between an appeal and a complaint is an important one. Appeals apply where Registrars believe a duly promulgated policy or process of CoastCityCountry Training Limited or GPET has not been applied correctly. Examples of grounds for appeal might include the application of the LTG transfer policy or a decision made with respect to Financial Assistance Guidelines.
3. Where a policy or process has been correctly applied but a Registrar simply disagrees with the decision a complaint could be lodged. Examples of a complaint might be where a Registrar disagrees with a practice allocation for a term.
4. Recognising that CoastCityCountry Training is still a young company and that policies and processes are being developed in a gradual manner, where a policy or process has not been promulgated addressing an issue of concern to a Registrar it will be treated as an appeal.

The First Steps

5. In the first instance Registrars should contact their **Registrar Liaison Officer** for advice, before making an informal approach to the subject (person) with whom they have an issue.
6. If the issue cannot be resolved via an informal approach the Registrar should proceed with putting their issue in writing and consult with the CoastCityCountry Administration Officer as to whether the issue will be processed as a complaint or an appeal.

The Appeals Process

7. Appeals will be processed in the following manner:
 - 6.1 Where appeals relate to a Registrar's GP Supervisor and the quality or manner of supervision, appeals will be dealt with in the first instance by the LTG Medical Educator. The Medical Educator will consult with the CCC Supervisor Liaison Officer to ascertain how the issue might best be resolved. Mediation will be provided as appropriate.
 - 6.2 If the Registrar is dissatisfied with a decision or action of a medical educator they can appeal in writing to the CEO.
 - 6.3 Where appeals relate to decisions made by medical educators the CEO will in the first instance refer these to the Medical Education Committee. The committee will seek the views of the Registrar. The RLO where appropriate, and the medical educator who is the subject of the complaint/appeal.
 - 6.4 Where appeals relate to administrative or other procedural decisions made by the staff of CoastCityCountry the CEO will seek to resolve the appeal.

The Complaints Process

7. Complaints will be dealt with by the CEO who will consult with others as appropriate.
8. If a process or policy has been properly applied the likely outcome is that the complaint will be noted and acknowledged but no further action taken unless the complaint clearly shows that a policy or process needs to be changed.
9. The only exception to this will be where a complaint is made against a decision made by the CEO. All such complaints will be passed to the Chairperson of the Board of CoastCityCountry Training Limited who will acknowledge the complaint appropriately.

Exceptions to this Policy

10. This policy does not apply to appeals/complaints about the terms and conditions of contracts negotiated between Registrars and the practices in which they work.
11. If Registrars have concerns about the terms and conditions of their employment they should contact their RLO and/or seek advice from their medical educator. Talking with other Registrars about their situations may also help to clarify such issues.
12. The best way to avoid such issues arising is to seek advice from the RLO, medical educators or other Registrars before entering into negotiations for your Basic Term.
13. Registrars should also familiarise themselves with the provisions of “The General Practice Training Program National Minimum Terms and Conditions for Basic and Advanced GP Terms”. This document is available of the GPRA website.

Biannual Review

14. The CEO will provide biannual summaries of complaints and appeals registered with the CEO to the Board of CoastCityCountry Training Limited.

Last Reviewed May 2007