

GPEx Grievance Policy for Training Posts and Supervisors

Note

This policy commences on 1 September 2016 and will apply to all accredited Training Practices (training posts) in the GPEx training program under the Australian General Practice Training (**AGPT**) program.

1. Purpose

To provide a mechanism for dealing in a timely and equitable manner with grievances raised by Training practices, supervisors and practice staff concerning the operation or conduct of GPEx training program under the GAPPT program (**Program**). The policy is intended to supplement any Dispute Resolution Procedures (**DRP**) provided for in Training Practice Agreements entered into between GPEx and the relevant Training Practice. Training Practices are encouraged to avail themselves of the processes set out in this Policy invoking any **DRP**.

2. Scope of this policy

This policy applies to any grievances raised by Training Practices, supervisors and practice staff concerning the operation or conduct of the program. Such grievance may, for example, relate to:

- the conduct or behaviour of GPEx, its staff, consultants or third parties involved in the program;
- arrangements between GPEx and the Training Practice or how those arrangements are being administered.

The policy does not apply to grievances raised by Registrars as their grievances are managed under the Registrar Grievance Policy.

3. Responsibility for implementation, compliance monitoring, measuring and continual improvement

- Director of Medical Education (DOME)
- Chief Executive Officer (CEO)
- Director of Education Operations (DEO)

4. In practice/Employment matters

Registrars are employees of training posts and it is GPEx's expectation that "in practice" issues should be addressed at practice level, and that issues in relation to employment must be managed in the context of the employer/employee relationship.

5. Mediation

5.1 As general principle, GPEx aims to resolve all issues through a mediation and conciliation approach

- 5.2 All grievances should, in the first instance, be notified to the relevant Manager who has responsibility for the relevant Training Practice or uses (unless there is a good reason why it is not appropriate to do such as where the grievance relates to that Manager). The Manager, in association with senior staff, will endeavour to mediate the grievances. The Manager will keep records of meetings, formal communication and investigations that may occur during the mediation process. Where it is not appropriate the Manager to deal with the matter in the first instance notification should be to the DOME who will carry out the mediation process.
- 5.3 Should mediation be unsuccessful, formal written notice of the grievance should be submitted by the training post to the DOME or nominated delegate in which case the following processes and procedures will apply.

6. Grievance process – DOME stage

- 6.1 Where the grievance is not resolved by mediation a written notice including a clear statement of the grievance, the relevant facts relating to the grievance and the resolution sought should be lodged with the DOME.
- 6.2 The DOME will acknowledge receipt of the grievance and the grievance will be recorded on the GPEX Grievance Register.
- 6.3 The DOME or appointed delegate will conduct an investigation into the grievance.
- 6.4 The DOME will:
- 6.4.1 determine whether the grievance is justified;
 - 6.4.2 determine what (if any) action is warranted;
 - 6.4.3 advise the training post in writing of the DOME's decision and action proposed.
- 6.5 Alternatively, if the DOME considers it appropriate the matter may be referred to GPEX's Grievance Management Committee (**GMC**).
- 6.6 If the grievance is not resolved by the DOME to the Training Practice's satisfaction, the Training Practice may request (in writing within seven days of notice from the DOME) that the matter be referred to the GMC.
- 6.7 Upon receiving a request to refer a grievance to the GMC, or if the DOME otherwise determines that the grievance should be referred to the GMC, the DOME will notify the CEO who will as soon as reasonable practicable:
- 6.7.1 convene the GMC and refer the matter to the GMC;
 - 6.7.2 advise the Training Practice in writing that the grievance has been referred to the GMC.

7. GMC process

- 7.1 In determining members of the GMC, the Chair of the GMC (CEO) may appoint such external parties or advisors as deemed appropriate having regard to the nature of the grievance.
- 7.2 No person who is the subject of the grievance will serve on the GMC. Where, for this reason, it is not appropriate for the CEO to serve on the GMC, the Chair of the GPEX Board will convene the GMC and may appoint such external parties or advisors as deemed appropriate having regard to the nature of the grievance.
- 7.3 THE GMC will:

- 7.3.1 review any decision made by the DOME and undertake such further investigations (if any as it may deem appropriate;
- 7.3.2 if the DOME has not already done so, investigate the grievance;
- 7.3.3 determine whether the grievance is justified;
- 7.3.4 take such action as it deems appropriate;
- 7.3.5 notify in writing the Training Practice of the decision and resulting action.

8. Procedural fairness

Decisions regarding grievances can have a significant impact on the interests of various parties. The decision-makers must therefore take reasonable measures to ensure that a fair and proper procedure is followed in reaching a decision such that procedural fairness or 'natural justice' is afforded. To that end, any parties who are the subject of grievance and who may be adversely affected by any decision made in relation to that grievance shall be given a reasonable opportunity to address matters relevant to whether the grievance is justified and what action (if any) is appropriate in the circumstances. Where the outcome of a grievance may result in disciplinary action against a GPEX employee or other adverse impact upon the employment of a GPEX employee, staff disciplinary and human resources processes may apply.

9. Review process

If a training post is not satisfied with the decision of the GMC, they may submit a written request to the GPEX Board for a review of the decision. The Board may, at its discretion, undertake a review of the decision and for that purpose may appoint an external part or advisor to undertake the review on its behalf or to provide advice and report to the Board as deemed appropriate.

10. Related documents

This policy should be read in conjunction with the GPEX Training Practice Agreement.