

GPEX Complaints Policy

1. Scope

This policy commences on 1st April 2020 and will apply to GPEX participants in the Australian General Practice Training (**AGPT**) program, including doctors in training, Training Posts, Training Post staff and others.

2. Purpose

To provide a mechanism for dealing with complaints raised concerning the operation or conduct of the GPEX training program under the AGPT program in a timely and equitable manner. This policy supplements any Dispute Resolution Procedures (**DRP**) provided for in the Training Practice Agreement between GPEX and the relevant Training Post.

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

- Director of Medical Education and Training (DMET)
- Chief Executive Officer (CEO)
- Director of Education Operations (DEO)

4. Procedural fairness

Decisions regarding complaints 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.

GPEX encourages resolution of local issues at a practice level between the parties involved. Where resolution is not forthcoming or inappropriate, GPEX will seek to provide informal mediation.

Should it be required, the complainant is encouraged to engage a support person to attend any meetings that may be held throughout the mediation and subsequent stages of complaint resolution. Examples of support persons include but are not limited to, personal contacts, Registrar, Supervisor or Practice Manager Liaison Officers or fellow practice staff.

5. Mediation

- 5.1 As a general principle, GPEX aims to resolve all issues through a mediation and conciliation approach.
- 5.2 All complaints should in the first instance be notified to the relevant Program Training Advisor (PTA). The PTA will keep records of meetings, formal communication and investigations that may occur during the mediation process.

- 5.3 Where it is not appropriate for the PTA to deal with the matter or if the complaint involves GPEX directly, notification will be made to the DEO. The DEO or appointed delegate will manage the mediation in consultation with senior staff.
- 5.4 If mediation is unsuccessful, the complainant may refer the matter to the DMET and the following processes and procedures will apply.

6. DMET stage

- 6.1 A written notice including a clear statement of the complaint, the relevant facts and the resolution is to be submitted to the DMET.
- 6.2 The DMET or appointed delegate will conduct an investigation into the complaint.
- 6.3 If the DMET considers it appropriate the matter may be referred directly to the CEO.
- 6.4 The DMET will advise in writing of the decision and action proposed within 10 business days
- 6.5 If the complaint is not resolved, the parties involved may request in writing within 10 business days of notice that the matter be referred to the CEO.

7. CEO stage

- 7.1 The CEO may appoint such external parties or advisors as deemed appropriate having regard to the nature of the complaint.
- 7.2 The CEO, within 20 business days of receipt of the complaint, will;
 - 7.3.1 review any decision made by the DMET and undertake further investigations, if deemed appropriate;
 - 7.3.2 notify in writing the parties of the decision and resulting action.

8. Review process

If the complainant is not satisfied with the decision of the CEO, they have 10 business days to submit a written request to the GPEX Board for a review of the decision. The Board, may appoint an external party or advisor to undertake the review on its behalf or to provide advice and report to the Board as deemed appropriate. As a part of their acknowledgement of the receipt of the complaint, the Board will communicate an expected timeframe for response.

9. Appeals

If the complaint remains unresolved, an appeal may be made to the relevant College.

10. Related documents

This policy should be read in conjunction with the following:

- GPEX Training Practice Agreement
- AGPT Complaints Policy 2020
- ACRRM Complaints Policy
- RACGP Complaints Procedure