

QRME Complaint Resolution Policy

Contact Officer	Chief Executive Officer
Approval Date	21/05/2014
Approval Authority	Chief Executive Officer
Date of Next Review	21/05/2015

This policy provides guidance on how grievances can be raised and how QRME may address these concerns to resolve present and future conflict. This policy covers all types of grievances including complaints of bullying or harassment. The Complaint Resolution Policy applies to all QRME stakeholders except for QRME employees and contractors (temporary or otherwise). This includes:

- Registrars
- Junior Doctors
- Medical Students
- Hospital and GP Training Supervisors
- Practice Managers
- Members of the general public

The above stakeholders will be referred to collectively as 'individuals'.

QRME is committed to providing a productive and harmonious training environment and aims to maintain effective relationships with all parties. To achieve this purpose, QRME encourages individuals to raise grievances where they arise in line with this policy. QRME will deal with grievances received in a prompt, sensitive, impartial and confidential manner to seek a resolution.

Definitions

Grievance any unresolved complaint or concern regarding:

- A medical educator or staff member from QRME
- An internal policy or process relating to either the AGPT, PGPPP, OTDNet or QRMLP program
- A GP or hospital training supervisor
- A practice manager
- Another Regional Training Provider (RTP)

Stages of the Complaint Resolution Procedure

Stage One: Self Resolution

Where the individual complainant feels comfortable doing so, they should attempt to seek a resolution to the grievance themselves with the person/persons involved. However, QRME does not tolerate individuals behaving in a confrontational, aggressive or abusive manner in the pursuit of addressing a grievance. At this stage, the complaint can be made verbally and no formal documentation is required.



In addition, this stage allows for the individual to seek a resolution using internal procedures from the general practice or hospital where the grievance has arisen. During this process, QRME may provide advice in an informal manner. Advice may be sought from a Training Advisor, Medical Educator, RLO, SLO or member of the Management Team.

Stage Two: Report Grievance

Where an individual does not feel comfortable addressing a grievance with the person/persons involved directly, or where they have attempted to resolve the grievance themselves without success, the individual should formally report the grievance in writing. The grievance should be reported to the following contact person (hereafter referred to as supervisor):

Individual	Supervisor
Registrar	Director of AGPT
Junior Doctor	Director of PGPPP
Medical Student	Director of QRMLP
Hospital/GP Training Supervisor/ Practice Manager	Director of AGPT/ Exec. Officer, Accreditations and Practice Liaison
OTDNet	OTDNet Coordinator
General Public	Chief Executive Office

If the grievance relates to the above supervisor, the grievance should be directed to the Chief Executive Officer. If the grievance is with the CEO, the complaint should be directed in writing to the Board through the Company Secretary.

In the first instance, the supervisor shall ensure the complainant understands the grievance process by directing them to review the Complaint Resolution Policy. The supervisor will then conduct an investigation which will include:

- Individuals who are alleged to have caused the grievance will be notified of the allegations made against them
- The opportunity afforded to respond to any allegations put to the person accused of causing the grievance
- Interviews of relevant parties, individually or together, to discuss the issue and attempt to develop a solution

All relevant information, documentation and evidence will be considered by the supervisor in order to make an accurate judgment as to the outcome of the investigation. A resolution will be put forward within five working days. The settlement must be acceptable to the CEO and recorded in writing.

Stage Three: External Mediation

If the issue cannot be resolved through internal processes, and the complainant wishes to proceed, the matter will be referred to an external mediator. This cost – other than any costs associated with the individual obtaining legal advice – will be borne by QRME. Before commencing this stage, both



parties will agree to accept and follow the outcome. At this stage, the Board will be notified and will participate in the mediation process with the Chief Executive Officer.

Stage Four: External Authorities

Should the individual feel dissatisfied with the outcome, if a resolution cannot be reach, or either party believes that they have been unfairly treated during the grievance process, the individual may refer the dispute to an external authority or governing body. During this stage, QRME’s involvement will be dictated by the external authority or governing body. Both QRME and the individual agree to abide by the outcome. The complaint will be assumed to be resolved if no further communication is received from the complainant or an external authority within three months.

Complaint Resolution Guidelines

If appropriate, work or training should continue as normal whilst an investigation is being undertaken into the alleged grievance. The supervisor or CEO will ensure that steps are taken to prevent any victimisation of the individual resulting from the grievance process. This includes advising all parties that any victimisation arising from the grievance process will not be tolerated.

In circumstances where a grievance leads to counter allegations, the initial grievance will be considered and a resolution sought. The resolution process will not be confused with counter-accusations. Once the initial grievance has been resolved, the counter allegation will be addressed.

Policy History

Date	Description	Author/Reference	Version
22/03/2012	Review	Director of AGPT	1
21/05/2014	Collate Grievance/Complaints Policies into one for Employees/Contractors and one for all other stakeholders.	HR	2

Policy Reviewed and Approved by QRME CEO:

KUTRHENER
Name

Scott Kutheuer
Signature

21.5.14
Date

