



Te Whare Tohu Rata o Aotearoa

## 2.1.1

College-employed, practice-employed and self-funded registrars enrolled in GPEP and registrars entering the programme via a Prior Specialist Training Pathway to Fellowship.

Concerns and complaints general practice registrars may have with

- Other College-employed general practice registrars and practice-employed general practice registrars
- Lead Medical Educators
- Medical Educators
- General Practice Teachers
- College Education Coordinators
- College Support Advisors
- Other College staff

## 2.1.2

Registrars enrolled in the College's Annual Maintenance Programme (AMP).

Registrars enrolled in the Rural Hospital Medicine Training Programme (RHMTTP)

This policy does not apply to employment-specific issues and excludes matters or issues that are specifically addressed by other policies as follows

workload or sickness, which is covered by the employment agreement with the College for GPEP year 1 College-employed registrars and the employment agreement between practice-employed, self-employed and GPEP year 2 and 3 registrars and their practice health and safety (including stress), which is covered by the College's Health and Safety Policy for GPEP year 1 College-employed registrars and the employment agreement between practice-employed, self-employed and GPEP year 2 and 3 registrars and their practice

harassment, bullying or discrimination, which is covered by the College's Harassment, Bullying or Discrimination Policy for GPEP year 1 College-employed registrars and the employment agreement between practice-employed, self-employed and GPEP year 2 and 3 registrars and their practice

any issues that meet the threshold for mandatory referral to the Medical Council of New Zealand (MCNZ), e.g. concerns about a registered health practitioner's health that might be impacting on their ability to practise safely.

## 2.2

All definitions are available in the College's *Academic Regulatory Framework for Quality Assurance*.

## 2.3.1 Principles

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The following principles govern how concerns and complaints are dealt with by the College, regardless of the specific nature of the concern or complaint

- a. Registrars receive accurate, timely, clear, and consistent information on concerns and complaints policy and procedures.
- b. Registrar concerns and complaints are considered and addressed in a fair, transparent, valid and timely manner.
- c. The rights of both the complainant and respondent are protected, and both parties are treated fairly and without prejudice.
- d. All parties named in a complaint have the right to natural justice.
- e. Support is available to all parties involved, which may include a nominated support person for all parties.
- f. Processes will be culturally appropriate and may include Tikanga Māori.
- g. The provisions of the Privacy Act apply.
- h. Personal information related to complaints is strictly confidential to the College.
- i. No registrar is disadvantaged academically or subject to penalties or other discrimination as a consequence of raising a concern or complaint.
- j. A complaint may be withdrawn by a registrar at any stage.
- k. Wherever possible, improvement is brought about as a result of a registrar's concern or complaint.

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- 2.1** All teaching practices are required to have systems and processes in place to identify and manage staff performance. They are also required to have systems and processes in place to effectively manage concerns and complaints raised by general practice registrars. All general practice registrars should be familiar with the system and process in place at their practice.
- 2.2** Where a general practice registrar identifies an issue of concern, they should raise this with the practice or employer in the first instance. For a College-employed registrar this will be the College. For a practice-employed registrar this will be the Practice Manager.
- 2.** Where a registrar wishes to raise a concern or complaint about the Teacher, Medical Educator,

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. .1 A complaint is generally a situation where a registrar seeks some form of redress or a change