

Feedback, Complaints and Training Disputes – Explanatory Document

There are a variety of mechanisms available to stakeholders participating in the James Cook University General Practice Training program (JCU GP Training), who wish to provide feedback or lodge a complaint, and for registrars who may disagree with a training decision. A summary of these mechanisms is provided in the table below. JCU GP Training expects all stakeholders to pursue resolutions informally and at the most local level possible in the first instance, before considering more formal mechanisms which may be available.

Summary table of feedback, complaints and review of training decision mechanisms

Group	Informal	Formal	External	Resources
Registrars	In the first instance, contact local JCU GP Training staff Submission of written feedback to RLO, regional team leader, medical educator or other JCU GP Training staff member Submission of feedback via JCU GP Training website fillable form	Registrar Complaints Policy and Procedure Registrar Review of Decision Policy and Procedure (to dispute a training decision)	AGPT Complaints Policy (after JCU GP Training process exhausted) AGPT Appeals Policy (after JCU GP Training process exhausted) RACGP or ACRRM Appeals Policy (for clinical decisions, after JCU GP Training process exhausted) GPRA Queensland Ombudsman	JCU GP Training regional offices JCU GP Training RLO's GPRA AGPT RACGP ACRRM NTCER
Supervisors	In the first instance, contact local JCU GP Training staff Submission of written feedback to regional team leader, medical educator or other JCU GP Training staff member Submission of feedback via JCU GP Training website fillable form	Supervisor Complaints Policy and Procedure	GPSA RACGP or ACRRM Queensland Ombudsman	JCU GP Training regional offices JCU GP Training Senior Fellows GPSA RACGP ACRRM
Training Posts	In the first instance, contact local JCU GP training staff Submission of written feedback to regional team leader, medical educator, Practice Support Advisor or other JCU GP Training staff member Submission of feedback via JCU GP Training website fillable form	If a dispute arises under the Training Post Agreement between JCU GP Training and the Training Post, the dispute resolution clause in the Agreement will apply	GPSA RACGP or ACRRM	JCU GP Training regional offices JCU GP Training Practice Support Advisor Senior Fellows GPSA NTCER FAQs NTCER RACGP ACRRM

If you require further information, please contact your local office or jcugp.complaints@jcu.edu.au.