

GENERAL PRACTICE EDUCATION AND TRAINING

Australian General Practice Training Program ("the Program")

Registrar Selection Complaints and Appeals Procedure

1. WHY HAVE A COMPLAINTS AND APPEALS PROCEDURE?

GPET recognises that deciding who should qualify each year for the limited number of places available for GP vocational training in Australia is a complex and important process. It is essential, therefore, that the selection process be applied fairly and equitably.

This complaints and appeals procedure aims to ensure all applicants are treated fairly by allowing you to *complain* about the processes GPET or the relevant regional training provider (RTP) have adopted in assessing your case. All valid complaints will be investigated by the AGPT Selection Complaints Manager and you will be advised of the result of your complaint.

If you are unhappy with the outcome of your complaint you may pursue the matter by lodging a formal *appeal*. Valid appeals are heard by the AGPT Selection Appeals Committee. The AGPT Selection Appeals Committee will examine the matter and make a recommendation to the GPET CEO. The Committee's recommendation must be adopted by the GPET CEO.

2. WHAT CAN I COMPLAIN ABOUT?

If you have a complaint about any of the following aspects of your application:

- (i) being classified as "ineligible" to register under the Program because you do not meet requirements in relation to your citizenship, medical qualifications, medical registration or training program registration (**an eligibility complaint**); or
- (ii) the way the selection procedures set out in the Information Guide for Applicants were applied in your case (**a selection process complaint**); or
- (iii) the way your interview was conducted (**an interview complaint**).

you may complain to the AGPT Selection Complaints Manager.

3. WHAT MAY I NOT COMPLAIN ABOUT?

The Program selection process is merit-based. This means that careful and fine judgments have to be made about the relative claims of individual candidates. This task is undertaken by GPET and relevant Regional Training Providers and is not subject to further review. The AGPT Selection Complaints Manager cannot and *will not* investigate the merits of decisions of:

- (i) GPET *not* to short list eligible applicants for round 1 interviews;

- (ii) GPET *not* to select eligible applicants for round 2 interviews; or
- (iii) Regional Training Providers *not* to offer eligible applicants Program training positions.

If you make a complaint which involves these issues, your complaint will not be investigated to the extent that it involves these issues.

4. HOW DO I COMPLAIN?

Once you have decided to complain, you should telephone the AGPT Selection Complaints Manager on **02 6263 6734** and discuss your concerns. You should be prepared to state clearly what it is that you are complaining about and whether your complaint is an eligibility complaint, a selection process complaint or an interview complaint (or a combination of any of these).

Depending on the nature of your complaint you may be asked to provide further information in writing. The AGPT Selection Complaints Manager will then try to resolve your complaint as quickly and as informally as possible.

5. WHAT HAPPENS THEN?

When the AGPT Selection Complaints Manager has investigated your complaint, he/she will contact you to advise you of the result of your complaint. If the Complaints Manager agrees that there are valid grounds for a complaint, he/she will discuss with you options – including having your case referred to the AGPT Selection Appeals Committee – which are aimed at addressing your complaint. The precise course of action will depend upon the nature of the complaint.

6. HOW DO I APPEAL TO THE AGPT SELECTION APPEALS COMMITTEE?

If you are dissatisfied with the result of your complaint, you may lodge a formal appeal with the AGPT Selection Appeals Committee.

The AGPT Selection Appeals Committee's address is:

AGPT Selection Appeals Committee
General Practice Education and Training
Level 3, 10 Rudd St
Canberra City ACT 2601

7. WHAT ARE THE RULES FOR APPEALS?

Appeals must be:

- (i) addressed to the AGPT Selection Appeals Committee marked "Private and Confidential";
- (ii) in writing, setting out:
 - whether your appeal arises from an eligibility complaint, a selection process complaint or an interview complaint (or a combination of any of these); and

- what facts you rely on to support your appeal (including relevant information and dates);
- (iii) lodged within 14 days of the date you were advised of the result of your complaint by the AGPT Selection Complaints Manager.

8. **HOW IS THE AGPT SELECTION APPEALS COMMITTEE CONSTITUTED?**

The AGPT Selection Appeals Committee meets as business requires to consider appeals that have been lodged.

The Committee is constituted by:

- a chairperson appointed by the Board of GPET. The current chair is Dr John Donovan.
- an admitted legal practitioner of not less than 5 years standing appointed by the Board of GPET;
- a representative from the Royal Australian College of General Practitioners; and
- GPET's Principal Medical Adviser.

9. **CAN THE AGPT SELECTION APPEALS COMMITTEE DECLINE TO CONSIDER AN APPEAL?**

The AGPT Selection Appeals Committee is not obliged to consider your appeal.

In particular, it will decline to consider your appeal if it considers that it does not arise from an eligibility complaint, a selection process complaint or an interview complaint (or a combination of any of these).

If the AGPT Selection Appeals Committee decides not to consider your appeal for these reasons, it will advise you in writing of its decision.

10. **HOW WILL THE AGPT SELECTION APPEALS COMMITTEE CONSIDER MY CASE?**

If the AGPT Selection Appeals Committee decides to hear your appeal it will generally do so on the basis of the written material you have supplied. In addition, if it considers it necessary to do so it may:

- (i) arrange a teleconference or a meeting with you (and your representative if desired); and
- (ii) request additional information from you.

Applicants should note that personal costs they incur in running an appeal (including representation, travel, and preparation and dispatch of documents) *are to be paid by the applicant* and will not be reimbursed by GPET, whatever recommendation the AGPT Committee makes in relation to the matter.

11. **WHAT HAPPENS TO THE AGPT SELECTION APPEALS COMMITTEE RECOMMENDATIONS?**

When the AGPT Selection Appeals Committee had concluded its consideration of your case, it will make a recommendation in writing to the CEO of GPET to:

- (i) dismiss your appeal; or
- (ii) allow your appeal in whole or in part.

Where the AGPT Selection Appeals Committee recommends that your appeal be allowed in whole or in part, it must also recommend to the CEO of GPET that you be either:

- (i) provided with a further opportunity to continue to participate in the Program; or
- (ii) adopt some form of corrective action.

The GPET CEO must accept the recommendations of the AGPT Selection Appeals Committee and take such steps as are necessary and within his/her power to give effect to those recommendations.

The GPET CEO will write to you once he/she has made a decision advising you of the decision in your case.