



## TR 001 Complaints Policy and Procedure

### 1. Purpose

To provide a mechanism to deal with complaints raised by complainants involved in any capacity in the MCCC training program in relation to training program issues.

### 2. Scope

This policy applies to registrars enrolled in the MCCC training program, accredited MCCC GP Supervisors or MCCC training post employees.

### 3. Definitions

4. Please refer to MCCC TO 004 MCCC Acronyms, Abbreviations, and Definitions Resource Document for a list of acronyms, abbreviations, and definitions used throughout this document.

### 5. In practice/Employment matters

MCCC is an organisation that delivers education and training to registrars. Issues that are of an industrial nature are therefore not dealt with by MCCC, who has no jurisdiction in this area. MCCC will however get involved in issues pertaining to education and training matters and matters that lead to noncompliance with RACGP, ACRRM, MCCC or AGPT policy.

### 6. Obligations

Stakeholders are responsible for addressing complaints early on and MCCC is responsible for ensuring that complaints are dealt with efficiently.

### 7. Procedure

MCCC Complaints Procedure follows a four-step escalation process:

1. Mediation/discussion with any MCCC staff member
  2. Mediation/discussion with Regional Manager and/or Regional Head of Education
  3. Mediation/discussion with Executive Review Panel
  4. Consideration by the MCCC Appeals Panel
- 7.1 As a general principle, MCCC aims to resolve all complaints through an informal mediation and conciliation approach. Any MCCC staff member, in association with senior staff, will endeavour to mediate the complaint. Records of any meetings will be kept.
- 7.2 To assist with this process, MCCC will ensure that the complainant will be offered appropriate support.
- 7.3 Complaints will be dealt with efficiently and in a manner that affords natural justice to all parties.



- 7.4 Should this first level of mediation be unsuccessful, the stakeholder should discuss with the Regional Manager who may wish to discuss the issue with the Regional Head of Education if relevant.
- 7.5 If the complaint is not dealt with to the complainant's satisfaction, a request for a meeting with the MCCC Executive Review Panel should occur to discuss the details. At this point, the complaint is considered to be formal. Formal complaints must be lodged using the MCCC Complaints reporting form found on the MCCC website and emailed to [complaints@mccc.com.au](mailto:complaints@mccc.com.au)
- 7.6 A meeting is arranged between the complainant and the MCCC Executive Review Panel. Arrangements will be made to meet within 15 business days of receipt of the formal complaint.
- 7.7 This review panel will make the final decision with regards to the complaint.
- 7.8 The complainant is notified of the outcome of this meeting in writing within 48 hours of the meeting being held.
- 7.9 If the complainant is in disagreement with the outcome of the MCCC Executive Review Panel then the matter is referred to the MCCC Appeals Panel. Please refer to TR 018 MCCC Appeals Policy & Procedure and TRF 018 MCCC Appeals Form.

## 5. Related documents or websites

### MCCC documents

[TRF 001 MCCC Complaint Reporting Form](#)

[TR 018 MCCC Appeals Policy & Procedure](#)

### External organisation documents

[ACRRM Appeals and Complaints Policies](#)

[AGPT Appeals Policy](#)

[AGPT Complaints Policy](#)

[AGPT Review of Decision – Transition Policy](#)

[RACGP Fellowship Pathways Appeals Policy](#)

## 6. Document History

Version	Summary of changes
1.0	First version
2.0	Addition of item 10 to complaints procedure
3.0	Addition of timeframes to items 7 and 9 and revised timeframe for item 11 of complaints procedure
4.0	Removal of Appeals Procedure into separate Policy Rename Complaints and Appeals Reporting Form to Complaint Reporting Form Addition of para 4 relating to In Practice/Employment Matters Addition of reference to MCCC's Registrar Wellbeing Policy