

<b>Policy:</b>	Registrar and Supervisor Grievance Policy
<b>Section:</b>	Registrar Administration
<b>Related policies or documents:</b>	GPET Appeals Policy 2010

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## 1. Principle

Grievances by registrars and supervisors are best resolved at the local level wherever possible. A grievance is a complaint which may be between a registrar and a supervisor, or between a registrar or supervisor and NCGPT. NCGPT has a six stage process to provide a pathway to support grievance resolution at the lowest possible stage.

## 2. Policy

NCGPT is committed to promptly and effectively addressing grievances and complaints raised by registrars and supervisors.

NCGPT will ensure that the parties involved in a grievance are given the opportunity to discuss the issue and attempt to reach a successful resolution acceptable to all parties.

NCGPT encourages registrars and supervisors to firstly pursue an independent resolution of issues of concern in the environment in which they have occurred.

All genuine grievances will be addressed in a timely manner.

Documentation relating to grievances will be maintained and provided to the Director of Training (DOT) or Chief Executive Officer (CEO) as appropriate to the level of resolution. A formal record of the issue/s and agreed outcomes will be retained on NCGPT's Complaints Register.

Whenever a problem or potential conflict arises registrars should initially contact one of the NCGPT Registrar Liaison Officers (RLO), and supervisors are advised to contact NCGPT's Supervisors Liaison Officer (SLO) for advice. Contact details for RLOs and SLO are on the NCGPT website.

There are six stages to NCGPT's dispute resolution process, they are:

### Stage one – Local level

In stage one the individuals are encouraged to seek to resolve the issue at the local level and with the individuals involved. In many cases grievances can be resolved through discussion and agreement between the people involved with no need for further escalation to be taken.

### Stage two – Liaison Officer level

If discussions and negotiations at stage one are unsuccessful the parties are advised to discuss the matter with NCGPTs RLO and/or SLO and attempt to reach a resolution.

If a resolution cannot be reached the RLO or SLO should contact NCGPT's Director of Training (DOT) outlining the situation in writing.

### **Stage three – Director of Training (DoT) level**

The relevant parties, the RLO and/ or SLO, and DOT discuss the matter to seek a resolution. Any resolution adopted must be by consensus. The group may meet face to face, or by teleconference. Once a resolution has been agreed the DOT should provide a written report to all parties and to the CEO who maintains a formal record of the agreed outcome in NCGPT's Complaints Register.

### **Stage four – Chief Executive Officer level**

If the matter cannot be resolved at stage three a group consisting of the relevant parties, the RLO/SLO (as relevant), the DOT and the CEO should be convened by the DOT. The CEO will chair the meeting. The group may meet face to face or by teleconference. Any resolution adopted must be by consensus and formally recorded in NCGPT's Complaints Register.

### **Stage five – Board level**

If the matter cannot be resolved at stage four the matter must be referred to the Board of NCGPT by the CEO. The parties involved must be present and may be represented or accompanied by a support person of their choice. The support person should not be a solicitor or legal representative. The meeting may be face to face or by video or teleconference.

Each of the parties involved will be given an opportunity to put his or her case to the Board who may, in turn, ask questions of those present. After hearing submissions from both parties the Board will deliberate on the matter in private. A resolution of the Board must be reached by majority vote. The Board's decision will be notified in writing to all parties.

### **Stage six (For Registrars only - see GPET Registrar Appeals Policy 2010)**

GPET provides registrars with an appeals process to review decisions made by regional training providers that relate to a registrar's progress through the AGPT program. Registrar appeals will be heard by an Appeals Panel convened by GPET under this policy. An Appeals Panel under this policy is only authorised to sit as a panel of "review and recommendation" and are not authorised to arbitrate, conciliate or mediate a dispute sent to it for review. The policy provides for appeals to be conducted in accordance with procedures that promote fairness, openness and transparency and afford natural justice to all parties involved in the appeals process.

Only decisions made by the registrar's RTP that relate to a registrar's progress through the AGPT can be reviewed under GPET's policy.

An appeal can only be considered if the registrar seeking the review has exhausted all of the dispute resolution processes made available to the registrar under the RTP's appeals policy.

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