

## Queries, Complaints and Appeals

### Who to approach first?

The network is committed to making reasonable attempts to address any issues, queries, or complaints that may arise throughout the course of your training. Within each rotation the Network Rotation Coordinator (NRC) has the educational and operational oversight for your entire rotation's cohort of trainees and in many cases should be contacted in the first instance. However, specific queries are best directed as follows:

Query	Who to approach
<b>Employment</b>	Your employing hospital - Medical Admin
<b>Leave queries and requests</b> (e.g. annual leave)	Your Chief Medical Registrar (CMR) and Medical Admin
<b>HR matters</b> (e.g. accommodation, relocation, or other allowances)	Your employing hospital - Medical Admin or HR <i>* Oversight of these matters will vary from setting to setting and should be outlined in orientation material. If you are uncertain, contact your Director of Physician Education or CMR for guidance.</i>
<b>Training related</b>	Your DPE or Educational Supervisor
<b>Term allocation</b>	Your DPE or CMR
<b>Training setting allocation</b> (i.e. hospital allocations). <i>It should be noted that <u>network</u> rotations cover the whole state, <u>therefore</u> some trainees will be allocated across large geographical distances.</i>	Your NRC and Project Officer
<b>Interruptions to training</b> (e.g. parental leave) <b>Exiting training</b> (i.e. resignation from network position)	Your NRC, DPE and RACP Basic Training
<b>Selection into training</b>	Network Physician Training team (07) 2100 8183 <a href="mailto:Physician_Training@health.qld.gov.au">Physician_Training@health.qld.gov.au</a>
<b>Network education</b>	Network Physician Training team (07) 2100 8513 <a href="mailto:Physician_Training@health.qld.gov.au">Physician_Training@health.qld.gov.au</a>

<b>Accreditation of terms/training requirements</b>	Your DPE in the first instance. RACP Basic Training 1300 697 227 (ask for basic training education officers) <a href="mailto:basictraining@racp.edu.au">basictraining@racp.edu.au</a>
<b>Local RACP activities and member support</b>	RACP Queensland office (07) 3872 7000 <a href="mailto:racpqld@racp.edu.au">racpqld@racp.edu.au</a>
<b>Wellbeing or other personal support</b>	Your CMR, DPE, NRC, <a href="#">RACP Converge</a> , local setting <a href="#">Employee Assistance Services (EAS)</a> and your own GP or other health professionals. For guidance on lodging a complaint (for example relating to Harassment, Sexual Harassment or Discrimination) visit <a href="#">Employee complaints   Careers (health.qld.gov.au)</a>
<b>Flexible working/training requests</b> (e.g. for part time work arrangement)	Your DPE and NRC

## Further information or appeals

If your issue is relating to selection into training, refer to [Selection Appeals](#).

If you have an unresolved or sensitive issue that you would like help with, and are unable to contact the recommended person, you can contact [Physician\\_Training@health.qld.gov.au](mailto:Physician_Training@health.qld.gov.au) for assistance.

If your issue is rotation-based e.g. hospital allocations, you should contact the responsible person in the first instance (usually the NRC) as above. If you're not satisfied with the response, you can contact [Physician\\_Training@health.qld.gov.au](mailto:Physician_Training@health.qld.gov.au) and request for your concern to be reviewed by a member of the physician training team, usually an independent (if possible) medical director. If the matter cannot be resolved at that level, it will be referred to an appropriate subcommittee of the Physicians Training Oversight Committee for further review and final determination.

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