

Management of trainee grievances

Purpose

This document outlines the process for the Queensland Medical Specialty Training networks (listed below) to manage and resolve training-related grievances.

Overview

The Queensland Medical Specialty Training team in Queensland Rural Medical Service (QRMS), Darling Downs Health, administers the training networks below under the direction and leadership of Medical Directors and with input from oversight committees with statewide representation.

- Queensland Basic Physician Training (Adult Medicine) Network
- Queensland Basic Paediatric Training Network
- Queensland General Medicine Advanced Training Network
- Queensland General Paediatric Advanced Training Network
- Queensland Neonatal and Perinatal Medicine Advanced Training Network
- Queensland Intensive Care Training Pathway

The networks support trainees to complete a specific training program through either the Royal Australasian College of Physicians (RACP) or the College of Intensive Care Medicine (CICM) and transition either to the next phase of training or independent practice.

During this time, trainees may have grievances relating to aspects of their training program. Examples of these may include:

- Trainee workforce distribution. In line with network policies, trainees may be allocated to various training settings within Queensland including rural and regional locations.
- Refusal of special consideration requests
- Access to education
- Quality of training

This document is designed to provide guidance on the process the networks should use to manage and resolve a grievance.

It does not cover:

- Trainees in difficulty – follow separate network process, college support pathway and Queensland Health Human Resources processes
- Trainee appeals over selection decisions and outcomes – follow relevant network appeals guide
- Individual employee grievances – refer to Queensland Health HR policy E12 for personal/employment related issues [HR Policy E12 - Individual employee grievances \(health.qld.gov.au\)](https://www.health.qld.gov.au/policies/hr-policy-e12-individual-employee-grievances)

- Specific college-related grievances – refer to the relevant specialty college (see [Related policies and documents](#) section below).

Process for managing grievances

When considering any grievances, the networks will maintain impartiality, act in an open, transparent, and fair manner, keep factual records, and provide timely communication about decisions and adequate reasons.

Complaints received at the local level should be managed informally where possible. An official grievance should be escalated through the appropriate channels, including from the local training setting to the Director of Physician/Paediatric Education (DPE)/ICU Supervisor of Training (SOT), and then the network (i.e. Network Rotation Coordinator (NRC) for BPT and Network Medical Director).

Where appropriate, the trainee should be offered wellbeing support through their local Employee Assistance Service provider, the college's support program and directed to other local wellbeing resources.

The process for managing a grievance is as follows:

- The trainee should be asked to lodge details formally in writing to the relevant generic network email address (see [Contacts](#) below).
- The network will confirm receipt of the grievance within 5 business days and notify the trainee of the expected timeline for the review process.
- On receipt of the grievance, the network will gather additional information from the relevant stakeholders at the trainee's training site (e.g. DPE, SOT, educational supervisor, NRC) to substantiate the grievance.
- The network will form a review panel. This can include one or more medical directors. The panel should be formed within 10 business days. A request to meet with the trainee—either in person or virtually—can be offered to discuss a resolution.
- The panel will determine an appropriate outcome and the network will provide a written response to the trainee within 5 business days thereafter.

Appeals process

If the trainee wishes to appeal the grievance decision, the following process applies:

- The trainee will have 10 business days to lodge a formal written appeal to the relevant network generic email address.
- The appeal should include:
 - a clear statement of the decision being appealed
 - detailed reasons for the appeal, including any relevant supporting evidence or documentation
 - the trainee's desired outcome or resolution.
- The network will acknowledge receipt of the appeal within 5 business days and notify the trainee of the expected timeline for the appeal process.
- The network will form an appeal panel. This should include 3 impartial members – an independent medical director and 2 members of the network oversight committee (ideally including a trainee representative).
- The panel should be formed within 10 business days. A request to meet with the trainee—either in person or virtually—can be offered to discuss a resolution.
- The panel will determine an appropriate outcome and the network will provide a written response to the trainee within 5 business days thereafter.

- The details and outcome of the appeal will be reported to the next meeting of the network oversight committee.

Trainees are encouraged to seek guidance from their supervisor or other support resources during the appeal process.

Request to access information

During the appeal process, if a trainee requests access to information held by the networks, in the first instance and where appropriate, the network should provide a written response based on available network records and publicly available network documents. Copies of network working documents (for example committee minutes) are confidential and are not routinely to be made available to a trainee.

Contacts

Paediatric training – Paediatric-Training@health.qld.gov.au

Physician training – Physician_Training@health.qld.gov.au

Intensive Care Medicine training – QldICUTraining@health.qld.gov.au

Disclaimer

Usual industrial awards, protections, and policies still apply.

Related policies and documents

For selection appeals, refer to appropriate network webpage:

[Adult medicine basic physician training | Careers \(health.qld.gov.au\)](#)

[Basic paediatric training | Careers \(health.qld.gov.au\)](#)

[General medicine | Careers \(health.qld.gov.au\)](#)

[General paediatrics | Careers \(health.qld.gov.au\)](#)

[Neonatal and perinatal medicine | Careers \(health.qld.gov.au\)](#)

[Intensive care | Careers \(health.qld.gov.au\)](#)

Queensland Health and college grievances, complaints, appeals policies:

[HR Policy E12 - Individual employee grievances \(health.qld.gov.au\)](#)

[Complaints \(cicm.org.au\)](#)

[IC-9 Complaints Policy.pdf \(cicm.org.au\)](#)

[IC-23 Appeals, Review and Reconsideration Processes \(cicm.org.au\)](#)

[reconsideration-review-and-appeals-by-law.pdf \(racp.edu.au\)](#)

College support for trainees:

[Trainee support \(racp.edu.au\)](#)

[T-13-Framework-for-Supporting-Trainees-and-SIMGs-at-Risk-of-or-Not-Making-Progress.pdf \(cicm.org.au\)](#)

[Member Health & Well-being \(cicm.org.au\)](#)

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