

## Queries and / or Complaints

### 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<br><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)                                                             | Your NRC and Project Officer                                                                                                                                                                                                                                   |
| <b>Interruptions to training</b> (e.g. parental leave)<br><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<br>(07) 2100 8183<br><a href="mailto:physician_training@health.qld.gov.au">physician_training@health.qld.gov.au</a>                                                                                                            |
| <b>Network education</b>                                                                                                   | Network Physician Training team<br>(07) 2100 8513<br><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.<br>RACP Basic Training<br>1300 697 227 (ask for basic training education officers)<br><a href="mailto:basictraining@racp.edu.au">basictraining@racp.edu.au</a>                                                                 |
| <b>Local RACP activities and member support</b>                                                                            | RACP Queensland office<br>(07) 3872 7000<br><a href="mailto:racpqld@racp.edu.au">racpqld@racp.edu.au</a>                                                                                                                                                       |

| Query                                                                              | Who to approach                                                                                                               |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>Wellbeing or other personal support</b>                                         | Your CMR, DPE, NRC, <a href="#">RACP Converge</a> , local setting <a href="#">Employee Assistance Program</a> and your own GP |
| <b>Flexible working/training requests</b><br>(e.g. for part time work arrangement) | Your DPE and NRC                                                                                                              |

## Further information

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.

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