



Irish College of General Practitioners

GP Trainee Grievance Procedures

Relating to Educational Issues

2016

Irish College of General Practitioners

4/5 Lincoln Place

Dublin 2

www.icgp.ie

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Introduction

This Grievance Procedure originated from the Royal College of Physicians of Ireland. It has been adapted and edited by the Irish College of General Practitioners to make it applicable to General Practice Training. Its aim is to assist GP Trainees to deal with grievance issues that may arise in the course of participation in an approved training Scheme. The essential elements of these grievance procedures are to deal with grievance issues in a rational and fair manner; an appeal mechanism is also outlined.

Grievances that a trainee may have are detailed below and the pathways for dealing with such grievances are outlined in the document.

Section 1 a: Grievance involving GP Trainer/Consultant Teacher

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The procedures will be reviewed and up-dated periodically so they are consistent with changed circumstances in the workplace, developments in training and good practice generally. Good practice entails a number of stages in grievance handling. These include raising the issue with the trainee/trainer/scheme directing team member/chair steering committee in the first instance. If not resolved, matters are then progressed through a number of steps as set out in this document. **The procedures are effective from 1st July 2016.**

Formal written correspondence of all grievances must be submitted to the:
National Director of Specialist Training in General Practice
ICGP, 4/5 Lincoln Place, Dublin 2

The National Director is to be notified of any changes to the grievance e.g. if it's resolved

The GP Training Agreement document defines the role and responsibilities of the trainee and should be read in conjunction with this document.

GP Trainee Grievance Flow

Grievance involving: GP Trainer/Consultant Teacher

Local Informal discussions:
As per local processes. If this process fails the GP Trainee must complete the Notification of Grievance (Appendix 1) to commence the formal process.

Notification to: Programme Director, Chair Steering Committee
ICGP notified

Stage 1: First Formal Meeting *in training*
scheme/training site: GP Trainee, GP Trainer/Consultant Teacher, Programme Director

Stage 2: Second Formal Meeting *in training*
scheme/training site -GP Trainee, GP Trainer/Consultant Teacher, Programme Director, Chair Steering Committee, National Director - By Invitation Only

Stage 3: First Formal Meeting *in ICGP*
GP Trainee, GP Trainer/Consultant Teacher, Chair Steering Committee, National Director

Stage 4: Second Formal Meeting *in ICGP:*
GP Trainee, GP Trainer/Consultant Teacher, Chair Steering Com², Extern, PGTC Rep, A.N Other, National Director

Appeals Process

Grievance involving: GP Training Programme Team Member

Local Informal discussions:
As per local processes. If this process fails the GP Trainee must complete the Notification of Grievance (Appendix 1) to commence the formal process.

Notification to: Chair Steering Committee
ICGP notified¹

Stage 1: First Formal Meeting *in training*
scheme/training site: GP Trainee, Programme Directing Team Member involved in grievance, Programme Director

Stage 2: Second Formal Meeting *in training*
scheme/training site - GP Trainee, Programme Directing Team Member involved in grievance, Programme Director, Chair Steering Committee, National Director - By invitation only

Stage 3: First Formal Meeting *in ICGP*
GP Trainee, Programme Directing Team Member involved in grievance, Chair Steering Committee, National Director

Stage 4: Second Formal Meeting *in ICGP:*
GP Trainee, Programme Directing Team Member involved in grievance, Chair Steering Committee, Extern, PGTC Rep, A.N Other, National Director

Appeals Process

Grievance involving: GP Training Steering Committee

Local Informal discussions:
As per local processes. If this process fails the GP Trainee must complete the Notification of Grievance (Appendix 1) to commence the formal process.

Notification to: Chair Steering Committee
ICGP Notified¹

Stage 1: First Formal Meeting *in training*
scheme/training site: GP Trainee, Chair Steering Committee, Programme Director, National Director - By Invitation Only

Stage 2: Second Formal Meeting *in training*
scheme/training site: GP Trainee, Chair Steering Committee, Programme Director, National Director

Stage 3: First Formal Meeting *in ICGP:*
GP Trainee, Chair Steering Committee, Extern, PGTC Rep, A.N Other, National Director

Appeals Process

1. A bi-annual summary report of all grievances to be submitted to the ICGP detailing the complaint and if it is on-going or resolved.
2. The responsibility for final decision will fall to the Extern, PGTC Rep and A.N Other

Note: **All parties** have the right to be accompanied by a work colleague or another person, at all formal hearings under the grievance procedure.

Principles

The following principles apply to all stages of the grievance procedure:

- Definition of grievance – “An actual or supposed circumstance regarded as just cause for complaint”. For ICGP purposes a grievance is one where the complaint remains unresolved following local processes.
- The grievance procedure relates solely to educational issues and not HR terms and conditions, which must to be addressed by the employer the HSE (HSE grievance procedures).
- Trainees should, where possible, raise complaints on an informal basis in the first instance before invoking the formal grievance procedure. “Informal” applies to efforts to resolve a complaint between GP trainee, GP Trainer/Consultant Teacher, Scheme Directing team member or Steering Committee at local level. “Formal” applies to the process that follows if the complaint is not resolved locally. The complaint becomes a Grievance when the trainee completes the Notification of Grievance Form (Appendix 1). The grievance process that commences on receipt of the Notification of Grievance Form is detailed below.
- Every effort will be made to address complaints quickly and fairly and at the lowest level possible at which the matter can be resolved.
- A trainee will not be penalised in any way for making a complaint in good faith, regardless of whether or not the complaint is upheld.
- All parties have the right to be accompanied by a work colleague or another person, at all formal hearings under the grievance procedure.
- While every effort will be made to adhere to the prescribed time limits these may be extended or shortened at any stage where necessary.
- This procedure provides a comprehensive method for the resolution of grievances in the absence of conflict. In the norm, issues raised will be processed in accordance with the principles of full consultation and agreement during the process. In the event of a grievance arising and which is significantly impacting on the quality of training being received by the trainee, and where a trainee is working under protest, a meeting with the Irish College of General Practitioners will be held within **14 working days** of the request being received.
- The grievance hearing cannot be used as an opportunity to address shortcomings in the trainees work standards, conduct or attendance.
- The appeals process referenced in this document refers only to the conduct of the grievance procedure and not the decision made.

Examples of grievance issues which are appropriate for referral under this procedure include:

- Access to Courses
- Access to Study Days

- Relationship with Trainer
- Relationship with other work colleagues on training matters
- Training facilities /support in training post
- Completion of training Logbook
- Conduct/outcome of assessments

Note: This list is not exhaustive

Section 1 a: Grievance involving GP Trainer/Consultant Teacher

Notification should be made to the GP Training Scheme Director and Chair of Steering Committee.

A. Local Processes

Most routine complaints are capable of being resolved without recourse to the formal grievance procedure. Before invoking the grievance procedure the trainee should, where possible, raise the matter with his or her GP Trainer/Consultant Teacher.

If the complaint relates to the immediate trainer the trainee should discuss the matter with their Scheme directing team. Complaints will firstly be dealt with using local processes. If the matter has not been resolved satisfactorily through these processes, the trainee may raise a formal grievance in writing using the Formal Grievance Notification Form – See Appendix 1

ICGP to be notified of all grievances received on a bi-annual basis – See Appendix 5

B. Formal ICGP Grievance Process

Stage 1: First Formal Meeting in training Scheme/training site

Attended By: GP Trainee, GP Trainer/Consultant Teacher, Scheme Director

The trainee should refer the grievance to the GP Training Scheme Director and the Chairperson of local Steering Committee. A meeting will be arranged to discuss the matter not later than **14 working days** following receipt of the complaint. This meeting will normally be held in the GP Training Scheme Day Release location or the training post site where the trainee is assigned.

The gp trainee, gp trainer/consultant teacher should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the Scheme Director to the trainee within **7 working days** and a copy of this will be sent to the GP Trainer/Consultant Teacher, Chair of Steering Committee, and the National Director of Specialist Training.

Please use attached Appendix 1 – ‘Record of Meeting’ document to keep a record of this meeting in relation to a training grievance.

If agreement cannot be reached at Stage 1, the matter will be reviewed by the Chair of Steering Committee following notification from the Scheme Director. Either party directly involved (trainee, gp trainer/consultant teacher) in the grievance may invite the National Director Specialist Training to attend Stage 2.

Stage 2: Second Formal Meeting in training Scheme/training site

Attended By: GP Trainee, GP Trainer/Consultant Teacher, Scheme Director, Chair Steering Committee, National Director of Specialist Training – **By Invite only**

A meeting will be arranged to discuss the matter no later than **14 working days** following notice of referral from the GP Training Scheme Director. The GP Trainee, GP Trainer/Consultant Teacher should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing from the Chair of the Steering Committee to the gp trainee within **7 working days** and a copy of this will be sent to the GP Trainer/Consultant Teacher, Chair of PGTC, and the National Director of Specialist Training.

If agreement cannot be reached at Stage 2, the matter will be referred to the National Director of Specialist Training by the Chair of the Steering Committee.

Stage 3: First Formal Meeting in the ICGP

Attended By: GP Trainee, GP Trainer/Consultant Teacher, Chair Steering Committee, National Director GP Specialist Training

A meeting will be arranged to discuss the matter no later than **21 working days** following notice of referral from the Chair of the Steering Committee. The matter will be reviewed by the Chair of the Steering Committee, and National Director of Specialist Training.

The GP trainee, GP trainer/Consultant teacher should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the National Director of Specialist Training to the trainee within **7 working days** and a copy of this will be sent to GP Trainer/Consultant Teacher, Programme Director, and the Training Scheme.

If agreement cannot be reached at Stage 3, the matter will be referred to the Chair of the Postgraduate Training Committee by the National Director of Specialist Training.

Stage 4: Second Formal Meeting in the ICGP

Attended By: GP Trainee, GP Trainer/Consultant Teacher, Chair Steering Committee, Extern appointed by PGTC, PGTC Rep, A.N Other and National Director Specialist Training, (the appointment of A.N Other will be agreed by the Chairman of PGTC and chair of relevant body e.g. chair of NAGPT or chair of NATGP).

A meeting will be arranged to discuss the matter no later than **21 working days** following notice of referral from the National Director of Specialist Training. The matter will be reviewed by the Chair of the Steering Committee, PGTC Nominee, Extern appointed by PGTC and National Director of Specialist Training.

The GP trainee, GP trainer/Consultant teacher should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the PGTC to the trainee within **7 working days** and a copy of this will be sent to Chair of the Steering Committee, Programme Director, and the Training Scheme.

The responsibility for final decision will fall to the Extern, PGTC Rep, and A.N Other

Any person involved in the grievance process that feels due process was not followed may appeal against the Postgraduate Training Committee's decision and in doing so must follow the appeals process outlined. All stages as outlined in this document must be completed before an appeal can be instigated.

Section 1 b: Grievance involving GP Training Programme Directing Team

Notification should be made to the Chair of Steering Committee

A. Local Processes

Most routine complaints are capable of being resolved without recourse to the formal grievance procedure. Before invoking the grievance procedure the trainee should, where possible, raise the matter with his or her Scheme directing team member with whom they have the grievance. If the matter has not been resolved satisfactorily through local processes, the trainee may raise a grievance in writing using the Formal Grievance Notification Form – See Appendix 1
ICGP to be notified of all complaints received on a bi-annual basis – See Appendix 5

B. Formal ICGP Grievance Process

Stage 1: First Formal Meeting in training Scheme/training site

Attended By: GP Trainee, Scheme Directing Team Member involved in the grievance, Scheme Director, Chair Steering Committee. If the grievance is with the Scheme Director, the Assistant Scheme Director will attend the meeting. Either party directly involved (trainee, Scheme directing team member) in the grievance may invite the National Director Specialist Training to attend Stage 2.

The trainee should refer the complaint to the Chair of Steering Committee. A meeting will be arranged to discuss the matter not later than **14 working days** following receipt of the complaint. This meeting will normally be held in the GP Training Scheme Day Release location or the training post site where the trainee is assigned.

The GP trainee and Scheme Directing Team Member involved in the grievance should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the Chair of the Steering Committee to the GP Trainee within **7 working days** and a copy of this will be sent to Scheme Directing team member with whom the grievance is with, the Steering Committee and the National Director of Specialist Training.

If agreement cannot be reached at Stage 1, the matter will be reviewed by the Chair of Steering Committee following notification from the Scheme Director. Either party directly involved (trainee, gp trainer/consultant teacher) in the grievance may invite the National Director Specialist Training to attend Stage 2.

Stage 2: Second Formal Meeting in training Scheme/training site

Attended By: GP Trainee, Scheme Directing Team Member involved in the grievance, Scheme Director, Chair Steering Committee and National Director of Specialist Training by invitation only. If the grievance is with the Scheme Director, the Assistant Scheme Director will attend the meeting.

The GP trainee and Scheme Directing team member involved in the grievance should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the National Director of Specialist Training to the GP Trainee,

within **7 working days** and a copy of this will be sent to Scheme Directing team member with whom the grievance is with, the Chair of Steering Committee, the Programme Director and the Training Scheme.

If agreement cannot be reached at Stage 2, the matter will be referred to the National Director of Specialist Training by the Chair of the Steering Committee.

Stage 3: First Formal Meeting in the ICGP

Attended By: GP Trainee, Scheme Directing Team Member involved in the grievance, Chair Steering Committee and National Director GP Specialist Training. If the grievance is with the Scheme Director, the Assistant Scheme Director will attend the meeting.

A meeting will be arranged to discuss the matter no later than **21 working days** following notice of referral from the Chair of Steering Committee. The GP trainee, Scheme Directing team member involved in the grievance should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by National Director of Specialist Training to the trainee within **7 working days** and a copy of this will be sent to Scheme Directing team member involved in the grievance, the Programme Director and the Training Scheme.

If agreement cannot be reached at Stage 3, the matter will be referred to the Chair of the Postgraduate Training Committee by the National Director of Specialist Training.

Stage 4: Second Formal Meeting in the ICGP

Attended By: GP Trainee, Scheme Directing Team member involved in grievance, Chair Steering Committee, Extern, PGTC Rep, A.N Other and National Director Specialist Training, (the appointment of A.N Other will be agreed by the Chairman of PGTC and chair of relevant body e.g. chair of NAGPT or chair of NATGP).

A meeting will be arranged to discuss the matter no later than **21 working days** following notice of referral from the National Director of Specialist Training. The matter will be reviewed by the Chair of the Steering Committee, PGTC Nominee, Extern appointed by PGTC and National Director of Specialist Training.

The GP trainee and Scheme Directing team member involved in the grievance should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the PGTC to the trainee within **7 working days** and a copy of this will be sent to Chair of Steering Committee, the Programme Director and the Training Scheme.

The responsibility for final decision will fall to the Extern, PGTC Rep, and A.N Other

Any person involved in the grievance process that feels due process was not followed may appeal against the Postgraduate Training Committee's decision and in doing so must follow the appeals process outlined. All stages as outlined in this document must be completed before an appeal can be instigated

Section 1 c: Grievance involving Steering Committee

Notification should be made to the Chair of Steering Committee

A. Local Processes

Most routine complaints are capable of being resolved without recourse to the formal grievance procedure. Before invoking the grievance procedure the trainee should, where possible, raise the matter with his or her Chair Steering Committee. If the matter has not been resolved satisfactorily through local processes, the trainee may raise a formal grievance in writing using the Formal Grievance Notification Form – See Appendix 1

ICGP to be notified of all complaints received on a bi-annual basis – See Appendix 5

B. Formal ICGP Grievance Process

Stage 1: First Formal Meeting in training Scheme/training site

Attended By: GP Trainee, Chair Steering Committee and Scheme Director, National Director of Specialist Training by Invitation Only (GP Trainee or Chair Steering Committee may issue the invite)

The trainee should refer the complaint to the Chair of Steering Committee. A meeting will be arranged to discuss the matter not later than **14 working days** following receipt of the complaint. This meeting will normally be held in the GP Training Scheme Day Release location or the training post site where the trainee is assigned.

The GP Trainee and Chair Steering Committee should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by GP Training Scheme Director to the trainee within **7 working days** and a copy of this will be sent to the Chair of the Steering Committee and the National Director of Specialist Training.

If agreement cannot be reached at Stage 1, the matter will be referred to the National Director of Specialist Training by the Chair of the Steering Committee.

Stage 2: Second Formal Meeting in training Scheme/training site

Attended By: GP Trainee, Scheme Director, Chair Steering Committee, and National Director of Specialist Training. If the grievance is with the Scheme Director, the Assistant Scheme Director will attend the meeting.

The GP Trainee and Chair Steering Committee should be advised of his/her right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by the National Director of Specialist Training to the GP Trainee, within **7 working days** and a copy of this will be sent to the Chair of Steering Committee, the Programme Director and the Training Scheme.

If agreement cannot be reached at Stage 2, the matter will be referred to the Chair of the Postgraduate Training Committee by the National Director of Specialist Training.

Stage 3: First Formal Meeting in the ICGP

Attended By: GP Trainee, Chair Steering Committee, Extern nominated by PGTC, PGTC Rep, A.N Other and National Director GP Specialist Training, (the appointment of A.N Other will be agreed by the Chairman of PGTC and chair of relevant body e.g. chair of NAGPT or chair of NATGP).

A meeting will be arranged to discuss the matter no later than **14 working days** following notice of referral from the National Director of Specialist Training. The GP Trainee and Chair Steering Committee should be notified of the right to be accompanied by a work colleague or other person. Following this meeting, the decision will be conveyed in writing by Chair PGTC to the GP Trainer/Consultant Teacher within **7 working days** and a copy of this will be sent to Chair of Steering Committee, the Programme Director and the Training Scheme.

The responsibility for final decision will fall to the Extern, PGTC Rep and A.N Other

Any person involved in the grievance process that feels due process was not followed may appeal against the Postgraduate Training Committee's decision and in doing so must follow the appeals process outlined. All stages as outlined in this document must be completed before an appeal can be instigated

Contacts:

National Director Specialist Training in General Practice
Irish College of General Practitioners
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Dublin 2
Tel: 01-6763705

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Manager, GP Training Unit
Irish College of General Practitioners
4/5 Lincoln Place
Dublin 2
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E-mail: martina.mcdonnell@icgp.ie

Chair Postgraduate Training Committee
Irish College of General Practitioners
Tel: 01 6763705

Appendix 1



Irish College of General Practitioners

Notification of Grievance Form

To enter into a formal grievance procedure you must endeavour to resolve complaints informally with the appropriate person. If you have done this and the issue has not been resolved satisfactorily you may enter a formal grievance procedure. To do so you must complete the details below. We will revert with regard to confirmation/clarification of any educational issue herein. ICGP will only deal with educational issues.

Applicants Name:

Applicant IMC No:

Please outline the educational grievance on which you wish to enter into a formal grievance procedure, this must include details of the informal discussions that you have had regarding the grievance:

With whom have you discussed this issue:

GP Trainer/Consultant Teacher

☐

Assistant Scheme Director

☐

Scheme Director

☐

Chair Steering Committee

☐

Applicant Signature: _____ **Date:** _____

Formal Grievance Notification must be sent to the National Director of GP Specialist Training, ICGP, 4/5 Lincoln Place, Dublin 2

Appendix 2

Guidelines for Recording Meeting

- Always keep a written record of any meeting
- A record should include details of date; venue; those attending and their roles; purpose of meeting; key issues discussed, actions agreed and decisions made
- Always summarise, clarify, and agree key issues at end of meeting
- Be specific and clear at all times using examples of performance/ non-performance to support and demonstrate point being made
- Pro forma records are attached to assist in conducting this meeting
- A copy of the completed record will be required if the complaint becomes a formal grievance.

Sample Form Record of meeting to address complaint at local level

Name of Person making complaint: Medical Council No:	
Name of Person complaint is against: Medical Council No:	
Post Location: Post Ref:	Specialty:
Period Covered: To:	Training Scheme:

Attending	Role e.g. GP Trainee
<ul style="list-style-type: none">1.2.3.4.	
Purpose of Meeting	
Details of Areas of Grievance	
Key issues discussed	
Follow up Actions	

Signature (Person making complaint):	Date:
Signature (Person the complaint is against):	Date:
Training Scheme Director:	Date:

A copy of this form will be requested if the complaint progresses to a formal grievance

Appendix 3

Appeals Process

The appeals process referenced in this document refers only to the conduct of the grievance procedure and not the decision made. An appeal may be instigated by any person involved in the grievance process that feels due process was not followed. All stages as outlined in this document must be completed before an appeal can be instigated. To do this they must submit a written application to the Chairman of the ICGP GP Specialist Training Appeals Board no later than **21 working days** after the date that he/she has been informed of the decision which is the subject of the appeal (Appendix 4 –GP Trainee Appeals Application Form)

The appeals board will arrange for the appeal to proceed, and advise the appellant of the fact. The decision of the appeal board will be formally reported to the PGTC and the College Council.

Appeals Committee:

The appeals committee will consist of four members of the College together with an Extern board member. No person who has been concerned in any way with the decisions giving rise to the appeal will be eligible to sit on the appeals committee. The members of the appeals board will act independently and will not have any prior knowledge of the case before them. A legal representative of the college may be present as an adviser to the committee.

Appeals Board Members

ICGP Chairman
ICGP President
Chief Operating Officer
EXTERNAL Board Member
Another

Appeals Committee Decision:

The date of the appeal will be set by the appeals committee and the appellant will be informed giving at least **21 working days'** notice so that he/she can arrange to be present, accompanied if so wished by one other person.

The appellant may withdraw his/her appeal at any time up to and including the date set for the appeal. The appellant will also be informed that the appeals committee has the power to consider the case even in the absence of the appellant him/her-self.

The appeals committee will consider all the evidence available, and may ask for additional information to be presented. The committee's judgement on the appeal will be reported in writing to the applicant and the person with whom the grievance is with and will advise Chair Steering Committee, Scheme Director, training scheme and PGTC. The decision of the appeals committee is final.

Appendix 4



Irish College of General Practitioners

GP Trainee Grievance Appeals Application Form

Applicants Name:

Applicant IMC No:

Day Time Phone Number:

Email Address:

Please indicate below the grounds on which you wish to appeal the decision of the postgraduate training committee.

Note: Appeals are only accepted on the following grounds:

1. Where the applicant believes there was substantive error in the grievance processes.

Signature:

Date:

Appendix 5:



Sample Notification of GP Trainee Grievances

[illegible]