



RANZCOG Complaints

Policy



5.3. Complaints against

RANZCOG Complaints Policy

1. Purpose

The purpose of this Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG, 'the College') Complaints Policy is to:

- Support a process that demands professional and social

of Conduct and conduct themselves in a manner that reflects the standard of professional and ethical behaviour expected by the College.

Bullying, harassment, and discrimination have no place in the College or any modern workplace. These behaviours can have devastating impacts on individuals and can compromise patient care and safety. The College aspires to eliminate such conduct in all areas where it has influence.

3.2.

3.3.4. Confidentiality

Confidentiality will always be respected and maintained when taking action or responding to complaints.

Only the people directly involved in a complaint or in resolving it will have access to information about the issue. Those involved will be advised of the requirements of confidentiality and their resulting obligations. Discussions, information, and records related to complaints will remain factual. If confidentiality cannot be guaranteed, this will be clearly indicated.

Confidentiality needs to be maintained in complaint handling procedures in order to protect the rights and welfare of all those involved in a complaint resolution process. If an allegation of misconduct or other inappropriate behaviours such as discrimination, bullying or harassment is made, identifying information should only be accessible to people who 'need-to-know' or other relevant people such as witnesses,

Complainant rights:	Respondent rights:
To have their complaint investigated and conciliated, if requested	To be informed of what they are accused of, and who is making the allegations*
	To have the opportunity to respond to the allegations
To have support throughout the process To express concerns without fear of retribution or of suffering detriment	To have support throughout the process To fair treatment and procedures

74 Tf 1 0 0 1 410.52 627. re W n

- [Doctors Health Advisory Services \(DHAS\)](#) (For Associate Procedural Members in Australia or New Zealand)

Additional information and contact details for organisations mentioned

previously been resolved or is vexatious, malicious, false or frivolous may lead to disciplinary action against the complainant.

4.4.

Council of New Zealand (MCNZ) are generally better equipped to deal with complaints of a serious nature such as where there is concern about possible professional misconduct. The College may advise that the matter be directed to a more appropriate Authority where appropriate.

While there are limits on the College's legal power to investigate incidents that occur in another employer's workplace, the College will strongly monitor the progress of complaints to these workplaces. The College may refer the complainant to another authority when appropriate.

Generally, if a complaint is being investigated by another body, such as employers (Including hospitals) or

5.4. Complaints against RANZCOG employees

Staff work-related issues are an employment matter and are dealt with under the RANZCOG Grievance and Dispute Resolution Policy and Procedure that applies to all College Staff and outlines the steps to resolve workplace grievances, disputes, and complaints.

Complaints about RANZCOG employees should be forwarded to the RANZCOG CEO and Head of People and Wellbeing.

5.5. Complaints related to RANZCOG educational programs

A request for a review of an assessment or decision relevant to the RANZCOG Education programs including, but not limited to, Training (FRANZCOG, Subspecialty, PTP, APTP), SIMG pathways, Selection, CPD, and Accreditation, are dealt with under the Exceptional Circumstance and Special Consideration Policy or Regulation A2 for Reconsideration, Review and Appeal of Decisions Policy.

5.6. Complaint

- Appeals procedures

Version	Date of Version	Pages
---------	-----------------	-------