



GENERAL PRACTICE EDUCATION PROGRAMME (GPEP)

GP Registrar Complaints Form

A registrar enrolled in the Royal New Zealand College of General Practitioner's ('the College') GPEP may make a formal complaint to the College regarding their experience with other registrars, Medical Educators, general practice Teachers, College Programme Advisors, and other College staff.

A registrar must raise a complaint with the College within thirty (30) working days of the alleged incident or situation occurring.

Registrars should read the '*GP Registrar Concerns and Complaints*' policy and procedure published on the College website which details the processes, steps and timeframes for raising and resolving complaints.

SECTION A: TO BE COMPLETED AND SIGNED BY REGISTRAR

Surname: _____ MCNZ Number: _____

First names: _____

Address: _____

_____ Phone: _____

Email: _____

Please provide the nature and details of the complaint and attach any relevant supporting evidence:

Nature and details of the complaint continued

What is your desired outcome?

Authorisation

I have read and understood the *'GP Registrar Concerns and Complaints'* policy and procedure and I authorise the Royal New Zealand College of General Practitioners to proceed with investigating my formal complaint.

Signature _____ Dated: _____

Please post the completed form and any supporting evidence to:

Head of Learning (or delegate)
The Royal New Zealand College of General Practitioners
PO Box 10440
Wellington 6143
New Zealand

OR

Email your completed form and any supporting evidence to: rnzcgp@rnzcgp.org.nz

SECTION B: TO BE COMPLETED BY THE COLLEGE

RESOLUTION AND RECORDING PROCEDURE

Initiate and report on investigation.

Note: All correspondence and documentation related to the complaint must be saved by the College into the registrar's file on IMIS/Objective.

Action Agreed

Date _____

Action Taken

Date _____

Outcome Decision

Signature _____ **Dated:** _____
(Head of Learning or delegate)