

Under Review January 2014

FACULTY OF SEXUAL AND REPRODUCTIVE HEALTHCARE

Procedure for dealing with complaint by a Doctor undergoing training for a Faculty qualification **(Not including the MFSRH)**

Introduction:

This document covers complaints and appeals in relation to training and assessment for:

- The Diploma of the Faculty of Sexual and Reproductive Healthcare (DFSRH)
- Letter of Competence (LoC) in Subdermal Contraceptive Implant Techniques
- LoC in Intrauterine Techniques
- LoC in Medical Education.

Training consists of theoretical and clinical experience and assessments of competence.

Terminology & abbreviations: see General Training terminology

Course of 5

The Course of 5 (C5) should meet the Faculty's published syllabi and conditions. It is the responsibility of the course convenor to ensure that the Faculty requirements are fulfilled. Complaints about the C5 should be made to the course convenor or the Organisation/Trust responsible for running the course.

Practical Training

Poor relationship between the trainee and the trainer: The primary trainer will often be working under the supervision of a General Training Programme Director. Where a trainee feels that his/her relationship with the trainer has broken down to such an extent s/he can no longer learn effectively, s/he should initially try to resolve the situation within the organisation providing the training. Where this is not possible (for example where there is only one trainer and s/he is also the Service Lead), the trainee can contact the local FSRH Regional Training Advisor, or Faculty Office, for information regarding other contacts for practical training in the area.

Appeal against failing a qualification: a trainee who feels s/he has grounds for appeal regarding the outcome of the final summative assessment should initially discuss his/her concerns with the Primary Trainer. If the situation is unresolved, the Primary Trainer should inform the trainee of the appeal procedure. The appellant should then contact:

1. The General Training Programme Director;
2. If the appeal is unresolved after 1., above, or is being made against the decision of the Service Lead or Programme Director, the trainee should contact the local Faculty FSRH Regional Training Advisor;
3. If the appeal is against the decision of the FSRH Regional Training Advisor an independent means of dealing with the complaint through a neighbouring FSRH Regional Training Advisor or Head of Service should be identified.

At stages 1 - 3, the person handling the appeal should:

- a) See the trainee as soon as possible;
- b) Agree an acceptable plan and timeframe for dealing with the complaint;
- c) Contact the trainer(s) involved and head of service if appropriate to obtain further information on the problem;
- d) Contact the trainee with a recommendation for resolution of the problem.

If the trainee is not satisfied with the outcome after completion of this process, s/he may appeal to the Faculty directly. S/he should write to the Chair of the General Training Committee setting out details of his/her training programme and the grounds for his/her appeal.

The Chair of the General Training Committee will:

- Request reports from:

- FSRH Regional Training Advisor(s)
- Service Lead or General Training Programme Director
- Trainer(s) involved.

- Nominate an Assessor (usually from another region) who will:

- Carry out an independent assessment, which may involve interviews
- Provide a report, with recommendations to the Chair of General Training.

Costs of complaints procedures:

1. Services providing theoretical and practical training must make any charge (if any), relating to an appeal explicit prior to the commencement of the training.
2. Appeals that require the involvement of FSRH Regional Training Advisor or a nominated Assessor may also incur costs, which may vary. Any such costs should be made apparent to the appellant prior to any cost being incurred.
 - a. Should the Appeal be successful, i.e. the qualification is awarded; the Primary Trainer's employing organisation is responsible for these costs.
 - b. Should the appeal be unsuccessful, i.e. the qualification is not awarded the Trainee is responsible for these costs. This applies even if the trainee subsequently is awarded the qualification after additional training.

