



# AUSTRALASIAN COLLEGE OF SPORT AND EXERCISE PHYSICIANS

## ACSEP Grievance Policy and Procedure

### Purpose

The purpose of this policy is to outline the process to resolve grievances for all members of the Australasian College of Sport and Exercise Physicians.

### Policy

ACSEP is responsible for setting the standards for registrars undertaking training towards Fellowship of ACSEP and specialist registration with AHPRA as a Sport and Exercise Physician and Fellows of ACSEP maintaining their College membership.

- Grievances will be acknowledged and addressed sensitively, and as promptly as is practicable;
- Complainants are able to raise any concerns relating to training (delivery or assessment), the quality of the support provided by ACSEP members and/or staff members or any other issues that may arise;
- Any registrar or member can raise a complaint involving the conduct of the College, ACSEP member or staff members;
- All grievances will be resolved within 60 days with constant communication between all parties involved;
- If the College requires more than 60 days to resolve any grievance, ACSEP will write to all parties involved and explain why it requires more time and give an expected date that a resolution will be made. The College will keep all parties informed during this time in writing;
- Complainants will be notified in writing of outcomes of all formal grievances, including reasons for the decision reached. Outcomes will be decided based on current ACSEP Policies and Procedures and rules of evidence;
- If any party of the grievance is not satisfied with the outcome, they may appeal the decision with ACSEP.



## Procedure

Where the grievance relates to an area where ACSEP has direct responsibility, then you should follow the ACSEP grievance procedure as outlined below:

- Direct contact is usually the quickest and most effective way to resolve an issue. The complainant should raise the issues with the person involved and explain their point of view. Under normal circumstances, this discussion should occur as close to the time of the relevant event as possible;
- If the complainant feels that the issue has not been resolved satisfactorily, the following should occur:
  1. The Executive Committee and Chair of the Professional Standards Committee will be notified
  2. The Chair of the Professional Standards Committee will send a letter to the person who the complainant refers advising them of the allegation and asking them to cooperate in the investigation process;
  3. Background information will be gathered by dedicated National Office administrative support;
  4. Once this information gathered it will be brought to the Executive Committee for consideration, and then brought to the Boards attention;
  5. The Professional Standards Committee Chair will be briefed with the information gathered, and asked to prepare a report with recommendations to the Board
  6. The Professional Standards Committee will assess all information and make a decision based on all available information – after taking into account the complaint and responses and any other investigation that may have taken place;
  7. The Chair of the Professional Standards Committee will prepare a final report with recommendations to the Board;
  8. The Board will review the recommendations and execute these;
  9. The Chair of the Professional Standards will write to all parties involved setting out the decision and reasons for the decision;
  10. If the complainant is not satisfied with the outcome of the decision, then they should direct their appeal to the Chair of the ACSEP Board;
  11. The Board will consider the appeal and engage an external independent review of the case;
  12. The outcome of the external independent review will be communicated to all concerned parties by the Chair of the Board and the President;
  13. This will bring an end to the process.