

Complaints about programs of study, education providers and organisations accredited or being accredited by the Australian Medical Council

1. The Australian Medical Council Limited ("AMC") is a company limited by guarantee. It has been appointed by the Medical Board of Australia as the external accreditation entity for the medical profession under the *Health Practitioner Regulation National Law*. As such, in the context of accreditation of their medical programs against the standards and monitors them to ensure they continue to meet the standards. The AMC accredits primary medical education programs provided by universities and medical schools, and specialist medical training provided by national specialist medical colleges.
3. [Note: The AMC also uses accreditation]

- b. A *systemic complaint* which may evidence some systemic matter that could signify a failure of a program or provider to meet accreditation standards. A personal complaint may also involve some systemic element, such that some part of the complaint will be treated as a systemic matter.

For example, a complaint that the training supervision of the person complaining has been inadequate involves a personal complaint, and it would not be the role of the AMC to manage or seek to resolve that complaint. However if the complaint about supervision indicated inadequate supervision was widespread or that the processes of the organisation concerned to manage that issue were unsatisfactory or were not being properly implemented, then the complaint might also involve a systemic element relevant to the AMC's role.

8. The AMC will generally follow the following process in handling complaints it receives:
 - a. It will acknowledge receipt of a complaint to the complainant. This includes if the complaint is referred to the AMC by another entity.
 - b. The AMC will determine whether the complaint is a personal complaint or a systemic complaint (or both).
 - c. To the extent that a complaint is determined to be a personal complaint, the AMC will advise the complainant that it is not within the scope of the AMC's role. To the extent that a complaint is determined to be a systemic complaint, the AMC will advise the complainant that it is within the scope of the AMC's role.

- iv. Systemic complaint during an assessment process:
 - o Generally the AMC will inform the provider or other person or entity involved of the substance of the complaint, but it may not do so or may delay in doing so in exceptional circumstances.
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