

## **POLICYI005 COMPLAINTS RELATED TO CONDUCT OF RESEARCH PROJECT**

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### **PURPOSE**

To outline the process used to manage complaints or concerns about the conduct of a research project approved by an HREC as per **Chapter 5.6** of the National Statement.

- 1.** Participants must be informed, both in the PICF and/or by PI or delegate if approached, that any concerns or complaints can be made in a confidential manner to the Bellberry HREC by contacting Bellberry Limited, 129 Glen Osmond Road Eastwood South Australia 5063, telephone 08 8361 3222. Swift resolution will be attempted. If this is achieved the matter will be documented and no further action will be taken. If not, a request will be made to receive the complaint in writing.
- 2.** Bellberry administration will notify relevant members of the organisation, including the Committee Chair, within 24 hours of the complaint being received, and investigate the complaint.
- 3.** Bellberry administration will send a letter of acknowledgement to the complainant and a letter of notification to the Principal Investigator, (where appropriate) detailing the complaint and the process for investigation, as set out below.
- 4.** In consultation with the Committee Chair, a recommendation will be made for an appropriate course of action. All attempts will be made to quickly resolve the matter(s) through correspondence with the complainant and Principal Investigator. This investigation shall be undertaken in an expeditious manner. Where it is deemed appropriate Bellberry staff will meet with the complainant and/or the Principal Investigator.
- 5.** Where appropriate, the matter will be referred to the Bellberry Policy Committee and the CEO of Bellberry Limited. All relevant information will be provided regarding the complaint/concern.
- 7.** If the dispute is not resolved within 60 days, then consideration will be given to seeking external advice.
- 8.** All parties involved will be notified by Bellberry administration of the outcome of the investigation.

Personal Information will be handled according to the Bellberry Privacy Policy (PA006).

For Complaints Relating to the Review Process by the Ethics Committee, please refer to PolicyI006.

Written complaints should be directed to:

Bellberry Limited  
129 Glen Osmond Road  
Eastwood SA 5063  
Email [bellberry@bellberry.com.au](mailto:bellberry@bellberry.com.au)