

Purpose

Bellberry are committed to ensuring that any person or organisation using services provided by Bellberry or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency as per the National Statement on Ethical Conduct Chapter 5.6

Policy

Complaints received by Bellberry HRECs may concern:

- the Bellberry HREC processes
- the Bellberry HREC decision
- the nature or content of a Bellberry HREC approved research study
- the conduct of a researcher
- how the study is being conducted
- other research issues, unrelated to the Bellberry HREC.

Complaints received by Bellberry HREC may be initiated by:

- researchers, including researchers involved in the approved or other studies
- research participants or their relatives or other concerned parties
- institutions, organisations or other individuals with a direct or indirect interest in the research approved by Bellberry.

Contact details for complaints:

- Bellberry Limited,
123 Glen Osmond Road, Eastwood, South Australia, 5063
08 8361 3222
bellberry@bellberry.com.au

References

[National Statement on Ethical Conduct in Human Research \(2007 incorporating all updates\)](#)

CG SOP9.1 Managing complaints

CG F9.1.1 Complaints register