

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 5.7.

Policy

Bellberry addresses complaints via frontline resolution where possible, and undertakes further investigation as required.

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 the 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.

In accordance with the internal Bellberry complaints management procedure, Bellberry will:

- acknowledge the complaint,
- investigate the complaint and coordinate an outcome between relevant parties
- seek external advice where a resolution cannot be reached,
- record the outcome of the complaint.

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 \(2023\)](#)

HRO SOP3.1 Managing complaints

HRO F3.1.1 Register of complaints