

## **POLICYI006 COMPLAINTS RELATED TO THE REVIEW PROCESS**

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<b>Manual:</b> Policies	<b>Document ID:</b> PI006	<b>Date Created:</b> Jun 08
<b>Section:</b> Investigator	<b>No. Pages:</b> 1	<b>Review Date:</b> Aug 17
		<b>Future Review Date:</b> Aug 19

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### **PURPOSE**

To outline the process used to manage complaints about the review process as per Chapter 5.6 of the National Statement.

1. Any complaints in the first instance are to be made to the Chief Executive or Operations Manager by telephoning 08 8361 3222. Immediate resolution will be attempted. If this is achieved the matter will be documented, the Committee Chair notified, and no further action will be taken. If not, a request will be made to receive the complaint in writing. For all actions undertaken by the Operations Manager, the Chief Executive shall remain informed.
2. The Chief Executive or Operations Manager will notify the Committee Chair within 24 hours of the complaint being received, and investigate the complaint.
3. The Chief Executive or Operations Manager will send a letter of acknowledgement to the complainant outlining the process as follows.
4. The Chief Executive or Operations Manager will investigate the complaint in consultation with the Committee Chair and recommendation will be made for an appropriate course of action. All attempts will be made to quickly resolve the matter(s) through this process including necessary meetings.
5. If the dispute cannot be resolved, then the dispute may be referred to an appropriate external party. Any documents produced for the review will be kept confidential and will not be used except for the purpose of settling the dispute.
6. Should the HREC be requested to review its decision, review by the Bellberry Policy Committee is an option. Outcome of the review by the HREC or Bellberry Policy Committee will be final.

Written complaints should be directed to:

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