



**College of Life and Environmental Sciences
Sport and Health Sciences**

Sport and Health Sciences Ethics Committee Complaints Policy

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Introduction

This policy covers the action to be taken upon the receipt of a complaint from a participant in a research study being conducted under the governance of the Sport and Health Sciences (SHS) Ethics Committee.

Complaints received from participants on research studies involving SHS staff under the governance of the local NHS Research Ethics Committee should also follow the procedure below.

Guiding principles

It is the intention of the procedures outlined in this document that complaints are resolved as quickly and at as early a stage as possible.

Details of the complaint will remain confidential to the parties concerned.

Reporting of a Complaint

Researchers should report all complaints received from participants to the Chair of SHS Ethics Committee, as detailed below.

Receipt of a complaint should be recorded in the Complaints Log maintained by the SHS Ethics Committee Administrator and stored in a secure location on the CLES network drive, as detailed below.

Procedure for Investigation of Complaints

Stage 1: Informal Resolution

Upon receipt of a complaint from a participant in a research study the following steps should be taken:

1. An attempt should be made to resolve the complaint immediately by informal discussion between the researcher and the participant.
2. If the complaint has been made to someone other than the Principal Investigator (PI) then the participant should be informed that the PI in charge of the study will contact them to discuss their complaint.
3. If not already aware, the PI in charge of the study should be informed of the complaint and whether it appears to have been resolved satisfactorily.
4. If the complaint is unresolved and if the initial attempt at resolution was not made by the PI her/himself, then the PI should contact the participant to discuss their complaint.
5. The PI should also contact the Chair of the SHS Ethics Committee to inform him/her that a complaint has been received, and whether it has been resolved or not. Details of the complaint should be kept confidential between the PI and the participant.
6. The Chair of the SHS Ethics Committee will notify the SHS Ethics Administrator who will record the receipt of a complaint in the SHS Ethics Committee Complaints Log.

Stage 2: Formal Procedure

If the complaint has not been resolved to the participant's satisfaction by informal discussion with the PI, the participant should be invited to submit their complaint in writing to the Dean of the College of Life and Environmental Science. The standard University Grievance Procedure will then be followed.

Documentation of Complaint and Investigation

All documents regarding a complaint should be filed in the Study File maintained by the PI and kept in a secure location.