



## Policy

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### ALBURY WODONGA HEALTH RESEARCH ETHICS COMMITTEE - COMPLAINTS POLICY

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**Aim:**

This policy outlines the Albury Wodonga Human Research Ethics Committee's (AWHREC) commitment to managing research related complaints. Complaints may be made about research activities and / or conduct of review bodies in reviewing proposals, by participants, researchers, staff or others.

**Rationale:**

To ensure there are processes in place for handling research related complaints in order to improve the quality of our research projects. We want to ensure that those who make complaints have their concerns taken seriously and managed appropriately.

**Policy:**

The following principles guide the AWHREC complaints management policy:

1. Complaint management must be sensitive towards the rights, needs and concerns of reporters, complainants, patients, research participants, researchers and administrative staff.
2. Complaint management must comply with the *Victorian Information Privacy Act 2000*, the *Health Records Act 2001* and the *Health Services (Conciliation and Review) Act 1987* and always in accordance with the principles of natural justice.
3. All reporters, complainants, patients, research participants and investigators have a right to report or complain either in person or through a representative.
4. All complaints should be managed in a timely and sympathetic manner and be treated confidentially.
5. Complaints management processes will be easily accessible to all properly concerned. (*Refer to Research Complaints Procedure – PRO1187*).
6. Complaints will be evaluated to inform the Committee about areas where processes can be improved, particularly in relation to research governance and management.

**Annexes:**

**Related AWH Documents:** Research Complaints Procedure (PRO1187).

**Accreditation Standards:**

**Other Relevant Information:**

**References:** Research Governance Toolkit for Victorian Public Hospitals and VMIA Insured Medical Research Institutions, VMIA, April 2010.

**Contact Point:** Chair, Albury Wodonga Human Research Ethics Committee.

**In consultation with:**

TITLE / POSITION

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