



GV Health Research Complaint Policy

When and how to make a complaint against any human research?

The Responsible Conduct of Research in the Australian Code defines 'research misconduct' and specifies the processes of an institution to address them. The National Statement on Ethical Conduct in Human Research also preserved the rights for making complaints about researchers, the way the research has been conducted or about the conduct of any ethics review body or Human Research Ethics Committee (HREC).

Complaints could arise from the research team, participants, staff of the organisations involved in the research, or by a third party. A complaint may be related to the belief of the complainant that there may be research being conducted unethically and contrary to existing policy or legislation. There may be concern that the research is being conducted without having an ethics committee type approval.

There may be concern that the research conducted may conflict with the policies of GV Health, concern may arise over the misuse of research data and breached confidentiality in participant recruitment, data collection and, data management.

However, if concerns arise from any parties involved in the research, then these should be effectively and promptly resolved. GV Health holds the following Research Complaint Policy.

If you have a complaint about a research issue/application/data use/trial or other related matter at GV Health, please contact: Deputy Chair, HREC, GV Health on (03) 58310110 and research.ethics@gvhealth.org.au.

Definitions

'The organisation' is GV Health.

'Complainant' is a person who makes a complaint.

'Complaint' is a verbal or written dissatisfaction in relation to a research described above or the way the complaint is being handling by the organisation and the complaints do not relate to the complainant's employment or reputation.

GV Health Research and Ethics Complaint Policy Commitment

1. All research complaints must be handled as per the current NHMRC guidelines.
2. Complaints handling processes will be specific, precise, visible, simple, timely, fair, informative, effective, legitimate and without prejudice.



3. The organisation will help the complainant through processes that are easy; both parties will be offered understanding of their rights and responsibilities for the resolution of the complaint
4. Complainants will be treated in a confidential and respectful manner.
5. The parties against whom the complaint was made will be treated with respect and dignity, all effort to maintain their confidentiality will be made.
6. The parties being complained against will receive necessary feedback on their activities and should have access to avenues for redressing.
7. Complaints and complaint resolution will be considered seriously by the organization.
8. Complaint resolution process will be applied continuously within the organisation for the improvement of research process and HREC activities.
9. The complaint and resolution of this complaint will be notified to the HREC, GV Health in the HREC meeting.