

## Policy on Making a Complaint to the Human Ethics Committee

### Purpose

This policy outlines the process for making a complaint about any research involving human subjects conducted by or within the Institution. This could include concerns about ethical issues, participant safety, or non-compliance with approved protocols.

### Scope

This policy applies to anyone who wishes to make a complaint, including research participants, researchers, staff, or members of the public.

### Policy Statement

#### 1. Complaint Submission

- Complaints should be submitted in writing and include the complainant's name and contact details, a clear description of the concerns, and any relevant supporting information.
- Complaints should be addressed to the Chair of the Human Research Ethics Committee and can be submitted by email [ethics@isn.edu.au](mailto:ethics@isn.edu.au).

#### 2. Confidentiality

- All complaints will be treated confidentially, and the identity of the complainant will only be disclosed as necessary to investigate the complaint or if required by law.
- Anonymous complaints will be accepted, but it may be more difficult to investigate these or provide a response to the complainant.

#### 3. Non-Retaliation

- The Institution is committed to ensuring that individuals can make complaints without fear of retaliation. Any retaliation against a complainant will be treated as a serious breach of this policy.

### Procedure

#### 1. Receipt of Complaint

- The Chair of the Human Research Ethics Committee will acknowledge receipt of the complaint usually within a week of receiving it.

#### 2. Assessment of Complaint

- The Chair and at least two other members of the Committee will assess the complaint to determine its validity.

#### 3. Investigation

- If the complaint is valid, a formal investigation will be conducted.
4. **Response**
- The complainant will be informed of the outcome of the investigation and any actions taken.

### **Appeals**

If the complainant is not satisfied with the response, they can appeal to the Academic Board, following the complaints procedure outlined in ISN Psychology Policies and Procedures.

### **Complaints Contact**

Complaints can be submitted to:

Dr Scott Phillips

Chair, Human Ethics Committee

[ethics@isn.edu.au](mailto:ethics@isn.edu.au)

R5 Ivanhoe Offices, 443 Upper Heidelberg Rd, Ivanhoe VIC 3079

This policy is aligned with the NHMRC National Statement on Ethical Conduct in Human Research and the Australian Code for the Responsible Conduct of Research.