

Complaints about conduct of researchers

Purpose

This policy describes how the Victorian Foundation for Survivors of Torture will deal with complaints about the conduct of people undertaking research which is subject to the supervision of the Victorian Foundation for Survivors of Torture Institutional Ethics Committee.

The management of complaints about the conduct of researchers

Complaints about the conduct of researchers should be provided in writing to:

Anita Biesheuvel
Secretary of VFST Institutional Ethics Committee
4 Gardiner Street
Brunswick, VIC, 3056
Ph: (03) 9388 0022
Fax: (03) 9277 7871
Email: biesheuvel@foundationhouse.org.au

Complaints will be treated with strict confidence and provided only to the individuals who are required to respond to them.

The person within VFST who is responsible for the handling of complaints until they are resolved is the Manager of Operations.

The Manager of Operations will contact the researcher/s for a response which will be passed back to the person making the complaint (complainant).

If the researcher/s wish to speak directly with the complainant to resolve the complaint, the Manager of Operations will ask the complainant whether they want this.

If the complainant is not satisfied with the response, the Manager of Operations will refer the complaint to the chair of the Ethics Committee who will communicate with the other members of the committee to determine how the issue should be dealt with, including whether a special meeting of the committee is required.

If the complainant is not satisfied with the decision of the Ethics Committee, the Manager of Operations will seek to identify an independent person acceptable to the complainant and the Victorian Foundation for Survivors of Torture to act as mediator. If it is necessary to reimburse the mediator for their services, the costs will be borne by the Victorian Foundation for Survivors of Torture.

Complaints about conduct of researchers

If it is not possible to agree on an independent person, if the complainant agrees the Manager of Operations will request the Institute of Arbitrators and Mediators Australia to appoint a mediator with the appropriate skills and experience for this task. The Victorian Foundation for Survivors of Torture will pay the mediator for their services.

Monitoring and review

This policy will be monitored and reviewed by the Manager of Research and Policy

- After any complaint has been made and resolved
- If the National Health and Medical Research Council issues new guidance
- If neither of the former events has triggered a review, by June 2017.

The Manager will provide the review to the Ethics Committee for its consideration.

The Ethics Committee will advise the Board of Management of its opinion whether the policy should be retained or amended.

External references and resources

National Health and Medical Research Council *National Statement on Ethical Conduct in Human Research (2007) - Updated March 2014*

Document control

Version	1
Policy area	Research and Policy
Policy owner	Manager, Research and Policy
Policy stakeholders	VFST Institutional Ethics Committee, Manager of Operations
Approved by	Board of Management
Approval date	June 2014
Review cycle	3 years
Next review date	2017
Version history	

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(This page for website only):

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