

# Complaints about the Victorian Foundation for Survivors of Torture Institutional Ethics Committee



## Purpose

This policy describes how the Victorian Foundation for Survivors of Torture will deal with complaints about the Victorian Foundation for Survivors of Torture Institutional Ethics Committee.

## The management of complaints about the Victorian Foundation for Survivors of Torture Institutional Ethics Committee.

Complaints about the conduct of the VFST Institutional Ethics Committee 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: [biesheuvela@foundationhouse.org.au](mailto:biesheuvela@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 Chair of the Ethics Committee for a response which will be passed back to the person making the complaint (complainant).

If the Chair of the Ethics Committee wishes to speak directly with the complainant to resolve the complaint, the Manager of Operations will ask the person whether they want this.

If the complainant is not satisfied with the response of the Chair 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 equally by the complainant and the Victorian Foundation for Survivors of Torture.

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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 complainant and the Victorian Foundation for Survivors of Torture will each pay half of the fee for the mediator's 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

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

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(This page for website only):

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