

1 **Participant complaint procedure for studies approved by a University of** 2 **Liverpool Research Ethics Committee**

3 For all projects reviewed by the Committee on Research Ethics (CORE), the
4 operational contact point for a project, including for the reporting of complaints, is the
5 project's Principal Investigator / Supervisor or suitably delegated individual.

6 Participants should use this point of contact to confirm or clarify any information
7 about the project, and to report any outcomes. This should be made clear in the
8 information sheet, or equivalent.

9 Where participants or external individuals do not feel it appropriate to raise a concern
10 with a Principal Investigator / Supervisor, complaints should be addressed to the
11 Research Ethics and Integrity team (ethics@liverpool.ac.uk, 0151 794 8920). This
12 should also be made clear in the information sheet, or equivalent.

13 Information provided should include: the study name or description; the Principal
14 Investigator/ Supervisor or Student Investigator; and the substance of the complaint.

15 The Research Ethics and Integrity team will hold the complaint on the project file and
16 refer it to the Chair of a Central University Research Ethics Committee, and if the
17 application was reviewed within a Faculty, the Chair of the relevant Research Ethics
18 Committee within the Faculty within two working days. The Chair will be responsible
19 for investigating the complaint, assessing whether the study should be temporarily
20 halted, liaising with the Head of Institute / School where applicable, and for
21 responding to the complainant.

22 Dependent upon the nature of the complaint and the outcome of the investigation,
23 the Chair may withdraw ethical approval from the project; require changes to the
24 study design; require changes to the implementation of the study design; or refer the
25 matter through the University's research misconduct or disciplinary procedures. The
26 Chair should endeavour to complete this investigation within two weeks of receiving
27 the complaint, and should inform the Complainant and the Principal Investigator of
28 the outcome. The Chair should report the outcome of any complaint to the relevant

- 29 Central University Research Ethics Committee, and subsequently to the Committee
30 on Research Ethics.