

Purpose

Bellberry are committed to ensuring that any person or organisation using services provided by Bellberry or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency as per the *National Statement on Ethical Conduct Chapter 5.7*.

Policy

Bellberry addresses complaints via frontline resolution where possible, and undertakes further investigation as required.

Complaints received by Bellberry HRECs may concern:

- The Bellberry HREC processes.
- The Bellberry HREC decision.
- The nature or content of a Bellberry HREC approved research study.
- The conduct of a researcher.
- How the study is being conducted.
- Other research issues, unrelated to the Bellberry HREC.

Complaints received by the Bellberry HREC may be initiated by:

- Researchers, including researchers involved in the approved or other studies.
- Research participants or their relatives or other concerned parties.
- Institutions, organisations, or other individuals with a direct or indirect interest in the research approved by Bellberry.

In accordance with the internal Bellberry complaints management procedure, Bellberry will:

- Acknowledge the complaint.
- Investigate the complaint and coordinate an outcome between relevant parties.
- Seek external advice where a resolution cannot be reached.
- Record the outcome of the complaint.

Contact details for complaints:

- Bellberry Limited,
Level 1, 196 Greenhill Road, Eastwood, SA 5063
08 8361 3222
bellberry@bellberry.com.au

If the complainant chooses to provide personal information, it will be securely held and managed in accordance with the Bellberry privacy policy (*CG P11*).

References

[National Statement on Ethical Conduct in Human Research \(2025\)](#)

HRO SOP3.1 Managing complaints

HRO F3.1.1 Register of complaints

CG P11 Privacy