

## **Section 4:**

# **Investigator and Study Staff Complaints and Suggestions**

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When investigators and their staffs have suggestions or complaints regarding the human research protections programs they are encouraged to contact one or more of the following individuals:

- Senior Vice President for Research
- IRB/SRC chairs or co-chairs
- Senior Director and/or Deputy Director of the OHRS
- Quality Assurance Officer for Clinical Trials
- Disease or Discipline-based Program leader
- Chief Executive Officer

While investigators and staff may raise complaints or suggestions orally, a written concern will elicit a written response via letter, memo or e-mail. These suggestions or complaints will be reviewed and considered. The individual or study team, who submitted the concern, will receive a response with information regarding how the matter will be handled.