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	CHM Alliance Pty Ltd Animal Ethics Committee Complaint Procedure	

Procedure for Handling Complaints or Concerns about the Conduct of an Approved Research Project

If any person, whether a member of the public or staff of the organisation has concerns regarding the care and treatment of any animal on the organisation's property, they may report the matter to any member of the AEC. The operating procedures include a procedure for recording and processing complaints.

Procedure

1. The Complainant

The complainant in the case of animal research is normally an individual member of the public, a community or animal welfare organisation, the chief investigator (who refers the complaint on the project to the AEC), another researcher, a staff member or a government department.

2. AEC procedure for handling complaints

(i) Receipt of complaint

The AEC request a written complaint, if this has not already been submitted
The Administrator records receipt of the complaint
The complaint is brought to the notice of the AEC Chair

(ii) Establishing details of complaint

The Administrator finds out full details of the complaint and examines the complaint in relation to the approved application

(iii) Resolution of complaint at AEC level

The complaint is resolved at the AEC level if possible
The action that is taken depends on the nature of the complaint
The Chair of the Board of the CHM Alliance Pty Ltd is advised of the outcome

(iv) Complaint not resolved satisfactorily at AEC level

Appropriate action will be recommended on a case by case basis, but may involve referred the matter to an external body such as a mediator or Ombudsman.