

RESEARCH FEEDBACK NON-CONSUMER

Peninsula Care Goal
Safe/Personal/Effective/Connected

Target audience

This guideline applies to persons who are engaged in research activity or are members of a research related committee at Bayside Health (Peninsula). This guideline excludes consumer feedback.

Purpose

To ensure there is a consistent understanding and approach to the management of feedback at Bayside Health (Peninsula) relating to research.

To encourage feedback from researchers, or persons involved in research and research committee members.

Definitions

Word or Term	Definition
Complaint	Verbal or written expression of dissatisfaction or concern regarding any service(s) provided by Peninsula Health. The complainant may be a researcher or a person involved in research or member of a research related committee.
Feedback:	Any information provided by a researcher or a person involved in research or a member of a research related committee in respect of Bayside Health (Peninsula) services. Feedback includes compliments, complaints and consumer experience survey results.

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Prompt Doc No: PHCN0260737 v1.0 Approval Date:11/03/2026 Review & Update by: 11/03/2029

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Standard Requirements

Not Applicable.

GUIDELINE

1. General

Bayside Health (Peninsula) welcomes feedback and recognises this as an essential contributor to continuously improving the service it provides.

Members of the research community are encouraged to provide feedback, raise a concern, make a complaint or provide a compliment, either in person, in writing.

Information obtained through the analysis of feedback is reviewed and reported to the Research Operations Committee and where appropriate the Human Research Ethics Committee.

This guideline excludes:

- Complaints made by an employee of Bayside Health (Peninsula) about another employee or any matter relating to their contract of employment.
- Complaints involving serious criminal allegations, such as assault, abuse, sexual or other serious criminal allegations.

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2. Complaints

2.1 Complaints from research team members

Complaints from researchers about any aspect of the review or approval of their research project should be directed in the first instance to the Manager, Office for Research.

The Manager, Office for Research will liaise with the principal investigator and, where necessary, HREC and Executive Sponsor Research to resolve the matter.

Complex complaints which cannot be resolved as outlined above may be referred to the Chief Executive. In some circumstances, external independent advisors may be consulted to provide assistance and advice.

2.2 Complaints from committee members and other interested persons

Complaints from research related committee members or other interested persons should be directed in the first instance to the Manager, Office for Research. Other interested persons may include Heads of Departments whose services are required by researchers to support their research project and staff in wards or service departments whose assistance or support is required to facilitate the research. The Manager, Office for Research will endeavour to resolve the problem directly with the complainant and, where necessary (and if appropriate), with the Executive Sponsor Research and HREC Chair. Highly complex complaints will be referred to the Executive Sponsor Research.

Consultation with the Chief Executive and external independent advisors, as outlined above, will be sought if required.

In all cases, details of a complaint will be recorded in the Research Feedback Register held in the Office for Research. Details of the complaint, actions taken and outcomes will also be kept in the relevant project file and the Research Feedback file. It is important to identify either the project number or project title when registering a complaint or enquiry related to a specific project.

2.3 Complaints concerning the conduct of research or researcher

Complaints where there are allegations of breaches of the Australian Code for the Responsible Conduct of Research will be managed according to the Managing Breaches of the Australian Code for the Responsible Conduct of Research Policy.

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3. Feedback other than complaints

Feedback other than complaints is welcomed and will be recorded by the Office for Research and forwarded as appropriate to the team and reported to the Research Operations Committee.

4. Complaint Resolution Satisfaction

At the close of the resolution process satisfaction in the outcome should be sought.

Key related documents

This guideline is linked to Research policy domain.

Key legislation & standards:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Gender Equity Act 2020 (Vic)

Other relevant documents:

- [Consumer Feedback Guideline](#)
- [Consumer Feedback Procedure](#)

PowerPlans/POCS/QRGs

Nil

References

National Statement on Ethical Conduct in Human Research (2025)
Australian Code for the Responsible Conduct of Research (2018)

Keywords

Research, Feedback, Complaints

Governance

Author / Contributors

Name	Position	Service / Program
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Prompt Doc No: PHCN0260737 v1.0 Approval Date:11/03/2026 Review & Update by: 11/03/2029

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First Issued: March 2026		
Current Version: Version 1: 02/03/2026		
Approved by: Research Operations Committee	Title: Manager Office for Research	Date: 02/03/2026
Endorsed by: Research Operations Committee, Chair Velandai Srikanth, Director of Research		Date: 02/03/2026
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