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	National Taiwan Normal University Research Ethics Center
	<b>Acceptance of Suggestions/Complaints</b>

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## **1. Purpose**

To protect the rights, interests, and well-being of research participants and researchers who are affected by research projects that have passed review, principles are provided for handling any concerns the abovementioned individuals may have regarding their rights and interests.

## **2. Scope**

When research participants, researchers, and other personnel believe that their rights, interests, or well-being have been damaged as a result of a research project, or offer suggestions/file complaints due to other reasons.

## **3. Responsibilities**

### **3.1 Officer**

Accepts and handles administrative affairs relating to suggestions/complaints.

### **3.2 Executive secretary**

3.2.1 Supervises officers in handling related affairs.

3.2.2 Assigns committee members to conduct investigations.

3.2.3 Recommends a course of action based on investigation results

### **3.3 Members of the Research Ethics Review Committee**

Investigates related cases and proposes a course of action.

### **3.4 Chairperson of the Research Ethics Review Committee**

Decides on the course of action.

## **4. Procedures**

### **4.1 Acceptance of Suggestions/Complaints**

4.1.1 When a suggestion/complaint/appeal is received, please fill out the NTNU-Form-16 Complaint Record and related documents.

4.1.2 The executive secretary recommends a course of action based on the case.

4.1.3 The chairperson of the Research Ethics Review Committee is requested to make a decision.

### **4.2 Take action**

4.2.1 The following four actions are taken based on the chairperson's decision:

4.2.1.1 Assign committee members to conduct an investigation.

4.2.1.2 Contact and consult the project host in writing.

4.2.1.3 Directly respond to the suggestion/complaint.

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4.2.1.4 If the proposal does not involve research ethics review, the individual who made the suggestion/complaint is directly informed that the suggestion/complaint cannot be accepted.

4.2.2 Procedures for assigning committee members to conduct investigations are the same as those for on-site visits.

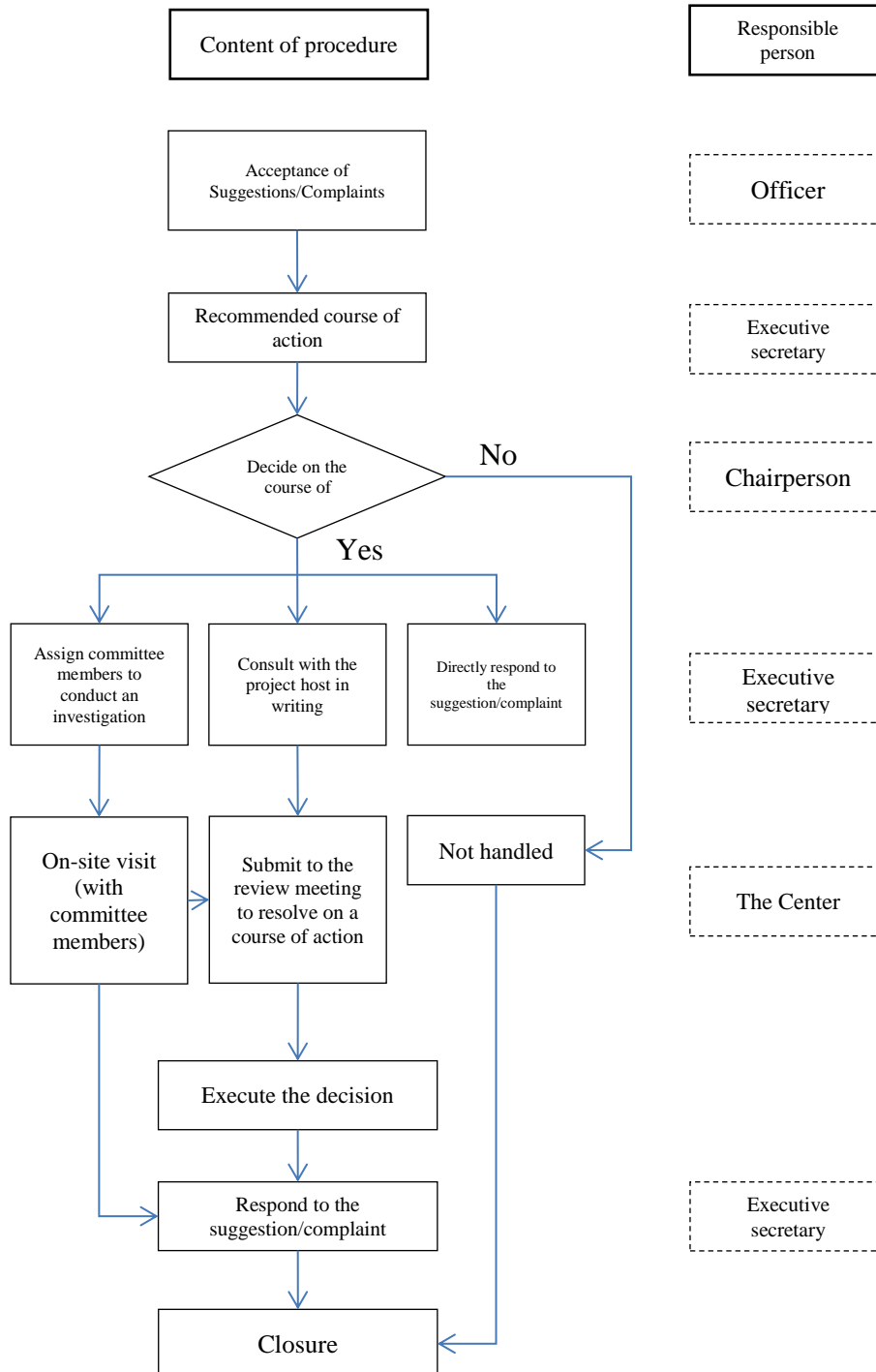
4.2.3 After completing the investigation, the executive secretary will assign personnel to reply with the investigation results to the individual who made the suggestion/complaint.

### **4.3 Original document storage**

Documents relating to the suggestion/complaint and request will be stored in the dedicated file for the project and properly stored.

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## 5. Flowchart



## 6. Attachment

NTNU-Form-16 Complaint Record

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### Record Sheet

No	SOP Topic	SOP Number	Version number/ date	Compiled by	Approved by	Effective as of
<b>Amendment record</b>						
<b>1.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/01.0	2014/01/07	SOP Work Group	1st Review Meeting	2015/01/01
	First version, final version issuance.					
<b>2.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/01.1	2014/11/28	SOP Work Group	8th Review Meeting	2015/01/01
	Revision: 4.2.1.4 Matters that cannot be accepted.					
<b>3.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/02.0	2015/08/28	SOP Work Group	16th Review Meeting	2015/08/28
	Revision: Wording revisions, 2. Scope.					
<b>4.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/02.0	2017/03/17	SOP Work Group	34th Review Meeting	2017/03/17
	No revisions were made.					
<b>5.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/02.0	2017/11/17	SOP Work Group	42nd Review Meeting	2017/11/17
	No revisions were made.					
<b>6.</b>	Acceptance of Suggestions/Complaints	CRE-SOP/05/02.0	2018/12/21	SOP Work Group	55th Review Meeting	2018/12/21
	No revisions were made.					
<b>7.</b>						
<b>8.</b>						
<b>9.</b>						

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**Approved**

<b>Title</b>	<b>Signature</b>	<b>Date (Year/Month/Day)</b>