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**Human Tissue Act
SOP – Complaints Procedures**

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<p>Reviewed: Dr Georgios Giamas</p> <p>Designation: Designated Individual School of Life Sciences</p> <p>Reviewed: Dr Robert Fowler</p> <p>Designation: Persons Designate School of Life Sciences</p>	<p>Signature</p>  	<p>Date 11/09/2017</p> <p>11/09/2017</p>
<p>Authorised By: UoS HTA Coordination Group - Chair</p>	<p>Authorisation not sought due to minimal changes</p>	

Version	Date	Reason for Change
2.0	28/7/2014	To reflect merger of BSMS and SoLS practices for UoS
3.0	04/08/2017	Changes to reflect change in DI

1. Purpose

This standard operating procedure outlines the procedure to be followed when a complaint is issued against the University of Sussex under the HTA Act.

2. Introduction

The University of Sussex is open to receiving feedback, both positive and negative from patients and donors. The information sheets received by both patients and donors detail the address and phone number of the researcher and any person carrying out the consenting.

3.0 Procedure

- If donors have queries and/or suggestions they are encouraged to contact the researcher or Person Designate directly, who will pass the matter onto the Designated Individual if they are unable to respond fully to the satisfaction of the donor.
- If donors have a complaint regarding the consenting person, they should contact the researcher or DI directly. If they feel unable to do this and person is a patient then they should speak to a member of their clinical team and ask that they contact the University of Sussex Designated Individual on their behalf. If the person is a healthy volunteer then they should contact the Chair of the ethics committee who will contact the DI if appropriate
- All complaints will be investigated by the HTA Committee, who will respond to the patient in writing within eight weeks of the complaint being initiated.
- All complaints will be logged on the 'Complaints Log' form shown below on page 3.
- At any time the donor can exercise their right to withdraw consent and all samples will be destroyed.
- If the donor is not satisfied with the outcome of the investigation, or has a complaint involving the DI, they will be advised to refer the complaint to the Head of School of Life Sciences or Dean of Brighton & Sussex Medical School, University of Sussex.
- Donors are encouraged to send any positive feedback to the consenting person the researcher, PD or DI.

Date	Complaint	Site Involved	Date Referred to committee	Outcome