

ClaSS Study

Dissatisfaction procedure

If any participants express a strong opinion regarding any aspect of the research or wish to express comments regarding the ClaSS Study these should be addressed to:

Bristol

Anne McCarthy – Project Manager	0117 9287275
Rita Patel – Research Assistant	0117 9287237
Karl Pye – Research Health Advisor	0117 928 3011

Birmingham

John Macleod – West Midlands Project Coordinator	0121 414 3351
Aisha Holloway - Research Fellow	0121 414 2282
Mark Young – Research Health Advisor	0121 237 5739

These should be documented on the designated form and handled in the appropriate way by the person receiving.

All comments or expressions of dissatisfaction should be handled by the appropriate person and contact made with the participant or complainant within two working days.

The Project Manager or Research Fellow should be informed of this and of any action that has been taken.

Any dispute should, if possible, be resolved verbally and the outcome documented. If the complaint cannot be resolved verbally, discussion with the Project Manager should take place in order to determine the best course of action.

COMMENTS/DISSATISFACTION FORM

Date: _____

Received by (name): _____

Time: (24hr clock)

Participants Name:

Contact details:

Nature of complaint/comment

Action taken:

Date of action: _____

Outcome:

Discussed with/copies to Project Manager (Bristol) / Research Fellow (Birmingham)

Yes No Comments:

