

THE LONDON YOUNG PEOPLE STUDY

Complaints Procedure for Research Participants

This document outlines the procedure for dealing with complaints from research participants in the London Young People Study. Complaints will be dealt on a case-by-case basis and will follow the following steps.

- o **Receipt of Complaint:** All complaints should be acknowledged promptly. Participants can submit complaints through email, phone, or in person. The complaint should be logged in our Complaints Register. This is to ensure we have a record and can track the complaint until it's resolved.
- o **Acknowledgement of Complaint:** Once a complaint is received, an acknowledgement will be sent within three working days. This confirmation will include the details of the complaint and the individual responsible for handling it.
- o **Investigation:** Upon receipt of the complaint, it will be investigated promptly and impartially by a competent and independent person or team. They will review all relevant information and evidence, including any provided by the participant. The investigation should aim to be completed within 15 working days.
- o **Escalation:** If the investigation is likely to take longer than 15 working days, the research participant should be informed about the reason for delay and a revised timeline for resolution.
- o **Decision:** Once the investigation is complete, a decision will be made and the research participant will be informed of the outcome in writing. This will include the details of the investigation, the findings, the decision, and any remedial or corrective actions taken.
- o **Appeal:** If the participant is dissatisfied with the decision or the way the complaint was handled, they may appeal. The appeal must be submitted within a specified period (e.g., 30 days). Appeals will be handled by a separate individual or team not involved in the initial complaint or investigation.
- o **Record Keeping:** All complaints and the resulting investigations will be recorded. This is to ensure that there is a record of all complaints and that they are handled appropriately.
- o **Confidentiality:** All complaints will be handled confidentially and in accordance with relevant data protection legislation. Only those necessary for the handling and investigation of the complaint will have access to the complaint data.
- o **Review:** The complaints procedure will be reviewed annually to ensure that it is effective and meets the needs of research participants. Feedback and complaints will be used to improve the research processes and overall participant experience.