

Policy on Management of Human Subject Complaints and Assurance of Confidentiality

It is recognized that during the course of any research project that a research participant may have issues or complaints regarding the research study in which they are a part. Appropriate routing of relevant information and communication is critical in successful resolution of these issues. The goal is to protect subject rights and at the same time maintain confidentiality. As such, the following protocol should be followed whenever there is an awareness of such a situation by the UT Tyler administration, faculty, and/or staff: The following individuals should be notified in the order listed below prior to any action taken or contact with the subject:

- The PI
- Director of Office of & Scholarship
- Chair of the Research Council
- Chair of the IRB
- The PI's Dean

It is imperative that all parties maintain absolute confidentiality of the subject's identity in communications; subject identifying information should only be included when absolutely necessary to resolve conflicts.

Once notified, the PI shall report to the Director of the Office of Research & Scholarship and to the Chairs of the Research Council and IRB regarding the issue/complaint and options for successful resolution. These parties shall collaborate together to resolve the issue successfully. Once the issue is resolved, the PI's Dean will be notified of the outcome.