

## AWC Complaints and Enquiries

Flinders University's Animal Welfare Committee (AWC) have processes for handling complaints, enquiries, comments and suggestions as required in Section 5 of the Code\*. Please forward all enquiries, comments and suggestions in the first instance to:

Animal Ethics Officer  
Animal Welfare Committee  
Research Development and Support  
Union Building

Phone: 08 8201 5962

Email: [animal.welfare@flinders.edu.au](mailto:animal.welfare@flinders.edu.au)

### Complaints About Particular AWC Approved Projects or AWC Processes:

- If you have a complaint about the conduct of an approved project, or the Committee's review process, please email the details of your complaint to the Animal Ethics Officer at [animal.welfare@flinders.edu.au](mailto:animal.welfare@flinders.edu.au)
- The complaint will then be brought to the attention of the Chair of the Committee, who will investigate the complaint, consult with the researcher/s, and make a recommendation to the Committee or the AWC Executive regarding the appropriate course of action.
- The complaint will also be forwarded to the Director of the Research Development & Support, for noting.
- If the complaint is serious, the Deputy Vice-Chancellor (Research) will also be notified immediately.
- A letter will be sent to the researcher/s and, in the case of a student project to the Supervisor, advising of the Committee's decision.
- If the complainant is not satisfied with the outcome of the investigation, the complaint can be referred to the Director of Research Development & Support.
- The complaint, process, and outcome will be recorded on the appropriate HPRM electronic file/s relating to the particular project/s. Confidentiality will be maintained at all times.
- The details of the complaint, along with any action taken, will be included on the Agenda of the next AWC meeting, where appropriate.
- Summaries of complaints may be reported to the Institution and the NHMRC in AWC Annual Reports.

### Complaints Against the University or Researchers:

- The DVC(R) and the Director of Research Development & Support, will be notified if the complaint is against the University, as well as the researcher/s, and the Chair will collaborate with the DVC(R) in handling the complaint.
- The DVC(R), in consultation with the Chair, will determine the course of action.

\* The term "Code" refers to the "Australian code for the care and use of animals for scientific purposes, 8<sup>th</sup> Edition, 2013".