

TRIAL PARTICIPANT COMPLAINTS' & FEEDBACK POLICY

Our policy is to take all feedback and complaints seriously; to deal courteously with those who have concerns, and where a complaint is identified to seek to resolve the issue promptly. We investigate all complaints and as part of our response to you, we provide evidence of any lessons learnt and actions we have taken, or will take, to prevent a recurrence of the problem and to improve our services in the future.

St Pancras Clinical Research is committed to providing the best appropriate level of support for every participant from your first point of contact with us. Our trained staff are highly experienced in clinical research, and we have robust quality control procedures in place to protect our participants and their carers. We are always delighted to receive positive feedback from all our visitors, as well as any suggestions or comments which may help us reinforce or improve the services we provide.

However, if you do have a complaint or concern about the service you have received, including with one of our suppliers such as a taxi, hotel or scanning company, please follow this process:

Most concerns can be resolved easily and quickly when addressed immediately with a member of your study team. If the issue cannot be resolved at the time, and you wish to make a formal complaint, please:

- Let us know as soon as possible **in writing** – ideally within a matter of days or at most 10 working days – including your **name and contact details** so that we can respond.
- Send your letter or email to the Patient Care Team at patientcare@stpancrasclinical.com or to the office address below.
- Upon receipt of your complaint, we will:
 - Acknowledge your complaint in writing as soon as possible, normally within 3 working days, and offer a meeting if appropriate.
 - Identify your preferred outcome (s) and offer an assessment of how realistic this is.
 - Agree with you on an action plan and timescale including a review date and your preferred method of communication.
 - Investigate the complaint and respond in the agreed timescale after completing our inquiry.
 - Identify what we can do to ensure that the problem does not happen again.
- If, after this process, you feel that your complaint is not satisfactorily resolved, we will refer it to our Quality Assurance Team, and continue to escalate your complaint internally to ensure it is resolved.

You have a right to anonymity and your identity will not be shared outside the internal investigation; unless you have provided consent to share the issues raised or feedback needs to be provided more widely than the relevant members of the clinic team, including with an external organisation.

If you are a carer, friend or relative, wishing to provide feedback on behalf of someone else, we must be satisfied that there are reasonable grounds for you to represent them, and that you are genuinely acting in the best interests of the individual. We will need written permission signed by the person concerned if there is a risk of disclosure of personal information unless they are unable to do so due to physical or mental incapacity.

We invite feedback after all visits and during your participation in a trial but if you wish to provide general suggestions or comments you can also contact us:

- Using the chat function on the SPCR website: www.stpancrasclinicalresearch.com
- By letter, phone, social media or at patientcare@stpancrasclinical.com