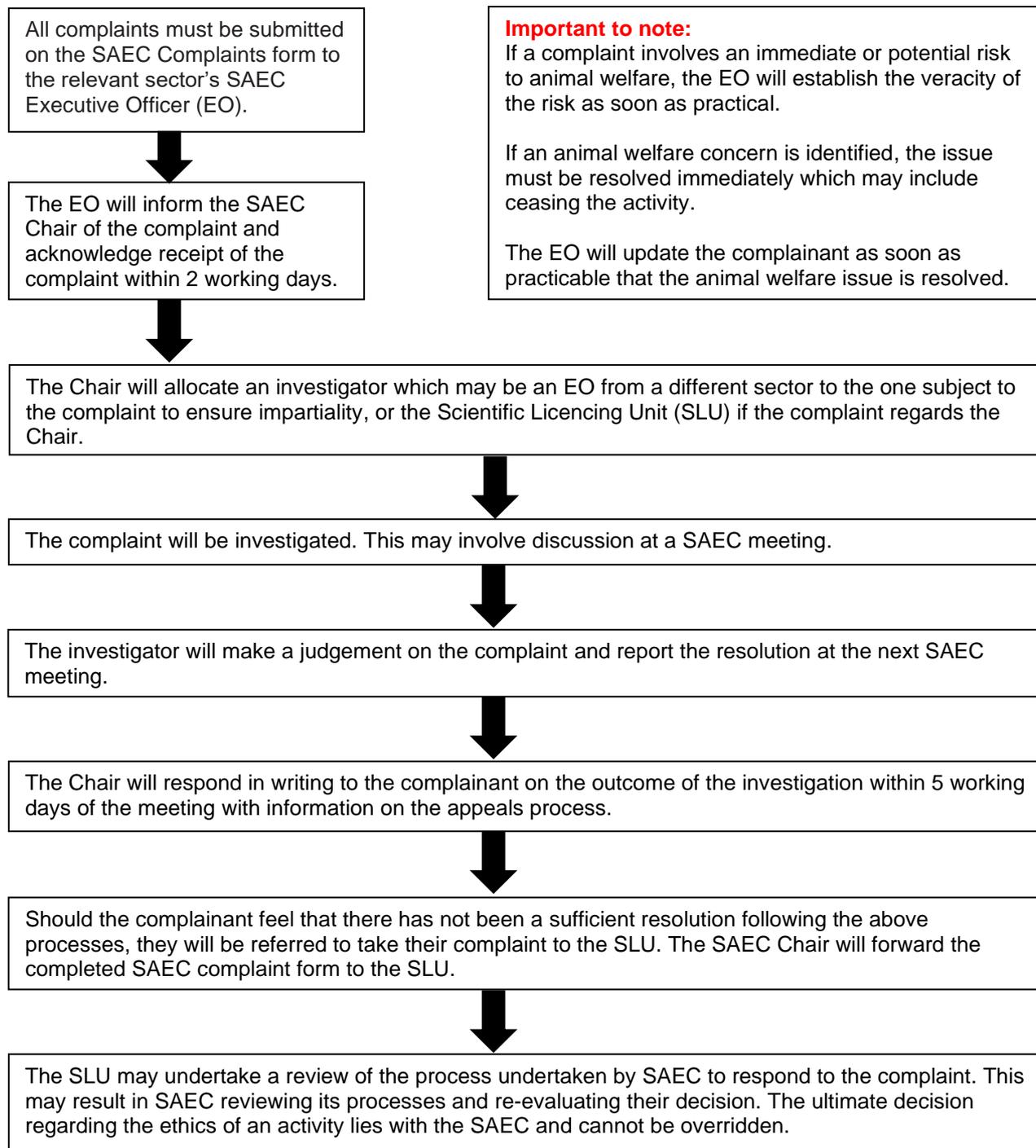


COMPLAINTS PROCESS

Complaints must be handled in a fair, prompt, timely, effective and confidential process according with procedural fairness and the principles of natural justice.



Records of complaints will be maintained by keeping the completed complaint form and records of discussions in meeting minutes.

Schools Animal Ethics Committee (SAEC)

Additional complaint processes

Conscientious objectors within a school

Students may refuse to participate in scientific teaching activities using animals on the grounds of conscientious objection. Teachers should provide these students with an alternative activity that will assess their attainment of the same curriculum as the activity using animals.

Disagreements between SAEC members

SAEC decisions are made via consensus. Where members are unable to reach consensus, the SAEC should explore modifying the project, leading to consensus. If consensus still has not been reached, the SAEC members should be allowed a period of time to review their positions, followed by further discussion.

Other disagreements between members should be mediated and resolved by the Chair. If the Chair is involved or unable to resolve the disagreement, it shall be referred to the SLU for mediation before the next SAEC meeting. The Chair will record the incident by completing a SAEC Complaint form.

Complaints concerning the process for Independent External Review

The Terms of Reference for the process for conducting an independent external review, developed in consultation with the review panel, must include an appeals process.

Addressing non-compliance

Details for addressing non-compliance are outlined in the SAEC Operating Procedures. In severe cases of non-compliance, the SAEC Chair will notify the head of the institution and the SLU about the incident within 5 working days of its occurrence.

Advising regulatory authorities

Any person can report alleged breaches of the Code and Animal Welfare Act to the SLU. The SLU will be informed by the SAEC Chair of any alleged breaches that had a significant impact on animal wellbeing.

Complaint Report Template

Date:

Complainant's name:

Complainant's contact details (an investigator may need to contact you for more details):.....

Details of complaint: (provide as many details as possible)

For office use only:

Complaint received by:

Date:.....

Date of acknowledgement of complaint:

Complaint investigated by:

Investigative actions taken:

Investigation findings:

Recommendations for improvement:.....

Outcome provided to complainant:.....

Name: Date:

Signature: