

UK Biobank Ethics and Governance Council- Complaints Procedure

The Council recognises that organisations might sometimes get things wrong. If you have a complaint about the Council, we'll aim to resolve any problems quickly and explain what we have done and why and learn from the exchange.

The Council can deal with complaints that relate to its own activities. The Council can not deal with complaints relating to UK Biobank's activities (for example, your experience at the assessment centre). If we receive a complaint that is about UK Biobank, we will ask you if we can pass the complaint and your contact details on to UK Biobank. We will only refer your complaint and contact details to UK Biobank with your approval.

Complaints about the Council should be addressed to:

Adrienne Hunt
UK Biobank Ethics and Governance Council Secretary
The Wellcome Trust
Gibbs Building
215 Euston Road
London NW1 2BE, UK
T +44 (0)20 7611 8335
F +44 (0)20 7611 8254
E EGCinfo@wellcome.ac.uk

We will aim to acknowledge your complaint within 3 working days of it being received. This will be followed by a full response which we aim to provide within 20 working days of receiving your complaint. If it is not possible for a full response to be sent within this time period, we will explain why this is the case and indicate when we should be able to provide a full response.

Complaints will initially be seen by the Secretary and the Chair of the Council, or a Vice-Chair in the absence of the Chair. If the complainant is not satisfied by the resulting response, thereafter, where necessary, and with the consent of the complainant, a complaint will normally be sent to the Council for consideration and a response issued by the Chair on behalf of the Council. If a complaint relates directly to either the Secretary, the Chair, or the/a Vice-Chair, an ad hoc subgroup of Council members will be convened, not involving the said colleague, to consider the complaint.

In order to effectively respond to your complaint, the Council may need to discuss the matter with its funders (the Wellcome Trust and the Medical Research Council). In these circumstances only the substance of your complaint will be shared with the funders. Your identity and contact details will not be disclosed to the funders without your approval.