





**5.1 Communication with Research Participants**

- 5.1.1 Research participants are encouraged to contact (by telephone or in writing) the REB office with questions and concerns, using the contact information provided in the informed consent document(s). The identity of the participant will be shared with the REB chair and with the organization’s appropriate representative, if applicable, and if the participant provides their consent;
- 5.1.2 The REB Office Personnel must document all communication with the research participant;
- 5.1.3 The REB Office Personnel will communicate participant concerns to the REB Chair or designee;
- 5.1.4 The REB Chair or designee works to resolve participant issues which may include a follow-up with the Researcher or the Researcher’s supervisor or other organizational representative, and with appropriate federal agencies, as applicable;
- 5.1.5 The REB Chair or designee documents all communication with the research participant and a de-identified record of this communication is maintained securely and in the relevant research file.

**6.0 REFERENCES**

See References.

**7.0 REVISION HISTORY**

SOP Code	Effective Date	Summary of Changes
SOP602.001	15-Sept-2014	Original version
SOP602.002	08-Mar-2016	No revisions needed
SOP602.003	08-Oct-2019	5.1.1: revision of last sentence including deletion of, ‘if requested’ and ‘will not ccŽ re ,



**SOP 602.003**

<b>SOP Code</b>	<b>Effective Date</b>	<b>Summary of Changes</b>