**R&D Manager**

Receive initial complaint and request written statement in support of complaint

**R&D Director**

Gather evidence & in consultation take specialist advice. Conduct initial review of complaint. Inform Researcher that complaint has been received. Determine whether formal investigation required

**R&D Director**

Inform Researcher that complaint will be formally investigated

Complaints to be classified as follows:

No Case: Researcher and Complainant informed and case closed

Minor Concern: Investigation Team recommends actions for resolution to appropriate Line Manager

Major Concern: Formal Investigation Procedure involving HR and relevant Medical Director invoked

**Appropriate Line Manager**

Review report, implement recommendations of investigation team & communicate to all relevant parties

Inform other appropriate disciplinary bodies of complaint in cases where the Researcher is a non-NHS Fife personnel

If no formal investigation required, Researcher and Complainant informed and case closed

**R&D Director**

Appoint Formal Investigation Team.

Provide written notice of Formal Investigation, Team membership and detail of complaint to Researcher

**Investigation Team**

Conduct formal investigation and present written report of findings to appropriate Line Manager

If any suggestion of financial fraud, complaint to be referred to the **Director of Finance**

**Appropriate Line Manager**

Invoke NHS Fife Disciplinary Procedure where required