# Queries or Complaints

**INSTRUCTIONS: *This form can be accomplished by any FEU-NRMF IERC personnel who receive queries, complaints, or grievances pertaining to any study protocol under the responsibility of the FEU-NRMF IERC. Information reported in this form is processed as a protocol-related submission. This form should be printed in LETTER size paper and duly signed by the personnel accomplishing this report.***

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| **FEU-NRMF IERC CODE:** | | |
| **STUDY PROTOCOL TITLE:** | | |
| **APPROVAL DATE:** <mm/dd/yyyy> | | |
| **PRINCIPAL INVESTIGATOR:** | | |
| **Email:** | | **Telephone:** | **Mobile:** | |
| **STUDY SITE:** <Name and address> | | | | |
| **STUDY SITE ADDRESS:** | | | | |
| **SPONSOR:** | | | | |
| **SPONSOR CONTACT PERSON:** | | | | |
| **Email:** | | **Telephone:** | **Mobile:** | |
| **DATE RECEIVED:** <mm/dd/yyyy> | | | | |
| 1. **RECEIVED BY (FEU-NRMF IERC Personnel) :** <TITLE, NAME, SURNAME> | | | | |
| 1. **REQUEST DELIVERED THROUGH:**    1. □ Telephone    2. □ Fax No    3. □ Mailed letter dated:    4. □ E-mail dated:    5. □ Walk-in (indicate date/time)    6. □ Other, specify: | | | | |
| 1. **PERSON LODGING THE QUERY OR COMPLAINT**    1. **<TITLE, NAME, SURNAME>**    2. **Address:** <Street Number, Street, Barangay, City, Postal Code>    3. **Telephone**: <area code, number>    4. **Mobile:** <Provider code, number>    5. **Email:** | | | | |
| 1. **CONNECTION/RELATION OF PERSON TO THE STUDY PROTOCOL**    1. **Study participant**    2. **Other: <specify>** | | | | |
| 1. **PARTICIPANT CONCERNS**    1. □ Query (**specify**)    2. □ Complaint (**specify**)    3. □ Others (**specify**) | | | | |
| 1. **REFERRED TO**    1. □ Full Board Review    2. □ Expedited Review at the level of the Chair and Primary Reviewers | | | | |
| 1. **Signature of FEU-NRMF IERC Personnel:** | | | | |

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| **RECOMMENDED ACTION** (For FEU-NRMF IERC use only)   * UPHOLD ORIGINAL APPROVAL WITH NO FURTHER ACTION * REQUEST INFORMATION: (specify) * RECOMMEND FURTHER ACTION: (specify) | | | |
| **PRIMARY REVIEWER** |  | Signature |  |
| Date: <mm/dd/yyyy> |  | Name | <Title, Name, Surname> |
| **SECRETARY** |  | Signature |  |
| Date: <mm/dd/yyyy> |  | Name | <Title, Name, Surname> |
| **CHAIR** |  | Signature |  |
| Date: <mm/dd/yyyy> |  | Name | <Title, Name, Surname> |