

## APPENDIX 10.8

### **Recommended Participant Complaints Process.**

In the event of a dispute between the researcher(s) and a Participant it is in the best interests of the First Nation community and all parties to make every effort to reconcile any impasse expeditiously. In the event of a Participant complaint, *AETS* is committed to work in good faith to resolve the complaint.

The complainant can submit a written or verbal complaint to the Executive Director of *AETS*. Once a complaint is filed with the Executive Director an investigation of the allegations will commence. The researcher(s) respondent has the right to respond to all allegations. If some aspect of the research and / or evaluative study is revealed to be the contributing factor of the complaint that factor will be corrected.

If the complaint cannot be resolved between the parties through an informal process, *Elder* Mediation may be necessary. The emphasis on the Mediation Process is to heal the relationship between both parties, and continuing the research study.

*AETS* recognizes that in spite of the best intentions of all parties, the relationship between researcher(s) and the Participant may be irreconcilable. In the event of an irreconcilable impasse *AETS* may recommend that the Participant withdraw from participating in the researcher study.

## Written Responses to Applicants

Both the complainant and the respondent will receive a written response to the results of the resolution process.