

Title	Communication – Research Participants
SOP Code	602.005
Effective Date	14-Apr-2026

Site Approvals

Name and Title (typed or printed)	Signature	Date dd/Mon/yyyy

1.0 PURPOSE

This standard operating procedure (SOP) describes the Research Ethics Board's (REB) communication with research Participants.

2.0 SCOPE

This SOP pertains to REBs that review human Participant research in compliance with applicable regulations and policies.

3.0 RESPONSIBILITIES

All REB members and REB Office Personnel are responsible for ensuring that the requirements of this SOP are met.

4.0 DEFINITIONS

See Glossary of Terms.

5.0 PROCEDURE

Research Participants should be able to voice their concerns, questions, and request information regarding their participation or potential participation in research, in confidence, to an informed individual on the REB or in the REB office.

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 be recorded,' new language bolded: 'If requested The identity of the participant will not be recorded be shared with the REB chair and with the organization's appropriate representative if applicable, and if the participant provides their consent' .

SOP Code	Effective Date	Summary of Changes
SOP602.004	15-May-2023	No revisions required
SOP602.005	14-Apr-2026	2.0: replaced 'guidelines' with 'policies.'