Individuals who wish to report problems, concerns, or complaints, or to ask questions, obtain information, or offer input to the Michigan State University Human Research Protection Program (HRPP) and/or the Institutional Review Boards (IRB) are encouraged to do so. If an individual feels they have been harmed or put at risk by participation in a research study, or treated in a way that is inappropriate, the subject is encouraged to inform the IRB. Individuals may report anonymously, if they wish. However, information such as a principal investigator name and/or study title would be needed to identify the study so corrective actions can be taken, if appropriate. See HRPP Manual 9-4 “Subject Complaints” for specific guidance on how or who to report complaints. If the inquiry appears to involve noncompliance, HRPP Manual 9-2 “Noncompliance” will be followed to ensure that subjects are protected.

There are multiple mechanisms through which any individual, including investigators, research staff, students, and subjects, may seek answers to questions, express concerns, or to convey suggestions regarding the HRPP.

Individuals are encouraged to contact:

- IRB staff: Scheduling an appointment to speak with an IRB staff member regarding any questions they may have regarding the IRB or the review process is encouraged, but not needed.
- IRB chairs: The IRB chair is available to meet with individuals and may act as a liaison between the individual and the IRB, bringing concerns of the investigators or subjects to the IRB’s attention or to each member reviewing the study.
- HRPP director or the assistant vice president (AVP) for the Office of Regulatory Affairs (ORA): Inquiries regarding the IRBs or other aspects of the HRPP distinct from the IRBs may be brought to the HRPP director or to the AVP ORA for mediation if necessary.

Contact information for the IRB, HRPP, and AVP ORA is provided below. Individuals may also submit information to these individuals using the online feedback form available on the HRPP website. Individuals may submit comments anonymously, if they wish, or may include contact information for follow-up. If contact information is not provided, the inquiry will be addressed to the extent possible based on the information provided.
provided. If contact information is provided, the inquiry will be addressed directly or referred to the appropriate individual.

When an inquiry is received from a research subject:
- Complaints will be handled in accordance with HRPP Manual 9-4 “Subject Complaints”
- Concerns or problems will also be handled as complaints where appropriate
- Suggestions from subjects will be provided to the HRPP director
- Questions will be addressed by IRB staff or will be referred to another individual as appropriate (e.g., IRB chair, study related question to PI)

When an inquiry is received from a researcher:
- Typically, the IRB staff or the IRB chair will address study specific questions, concerns, problems, suggestions, or input
- General (non-study specific) questions, concerns, problems, suggestions, or input can be addressed by the IRB staff or can be referred to another contact as appropriate (e.g., IRB chair, HRPP director, AVP ORA)

Documentation will be maintained in accordance with HRPP Manual 4-7 “Recordkeeping.”

**IRB Office and HRPP Contact Information**
207 Olds Hall
Michigan State University
East Lansing, MI 48824-1047
Phone: (517) 355-2180 Fax: (517) 432-4503
E-mail: irb@msu.edu
Office hours: Monday – Friday, 8:00 A.M. – 5:00 P.M.
Office is closed on university holidays.

**ORA Contact Information**
204 Olds Hall
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Phone: (517) 432-4500 Fax: (517) 432-4503
E-mail: ora@msu.edu
Office hours: Monday – Friday, 8:00 A.M. – 5:00 P.M.
Office is closed on university holidays.