



RESEARCH INTEGRITY OFFICE

Promoting integrity and high ethical standards in research
Providing confidential, independent and expert support

Protocol for responding to requests for assistance

Version No.: 0001

Publication Date: 7/01/2025

Table of Contents

Introduction	1
Advisory Service	1
Protocol for responding to requests for assistance.....	1
Important notices.....	3
Guidelines for seeking advice	4
Anonymous enquiries	5
Acting with due sensitivity	5
Confidentiality and record-keeping	6
Way of working	6
Reporting and information sharing	7
Role of UKRIO's volunteer Expert Community	8
Protocol review cycle	8



Introduction

UKRIO is a registered charity (no. 1147061) established in 2006 to provide independent support on research integrity to the UK research community and the public. We promote and support good research practice and related topics such as research culture, research ethics, research governance, integrity in research design and collaborative research, and good practice in publication and authorship.

As an advisory body, we help to direct organisations and the public to regulatory bodies when issues fall within their jurisdiction - and fill gaps where no overall regulation might apply.

Advisory service

UKRIO's Advisory Service provides independent, expert and confidential advice on the conduct of research, whether promoting good practice or addressing alleged poor practice and misconduct. It covers all subject areas and any issues relating to research practice.

Our Advisory Service is open to all, including members of the public, research participants, patients, individual researchers, research students and research organisations. UKRIO welcomes enquiries on general or hypothetical topics, as well as those on specific research projects, issues and cases.

Protocol for responding to requests for assistance

Requests for assistance are addressed according to a standard protocol. When an enquiry is received by UKRIO, it is assessed to determine whether it falls within our remit to address, namely that:

- It relates to academic, scientific or medical research;
- The research, researcher(s) and/or organisation(s) in question are based in, or have links with, the United Kingdom; and
- The enquiry is not a matter that falls within the remit of a statutory regulator or other body whose legal or other responsibilities to address the matter would take precedence.

If an enquiry does not fall within UKRIO's remit, we explain to the person making the enquiry ("*the enquirer*") why this is the case and suggest which organisations might respond to their enquiry.

The enquiry is also assessed to determine whether:

- It concerns a situation that may require immediate action to prevent further risk or harm to research participants, patients or other persons, improper treatment of animals, improper use or storage of human tissue, materials or personal data, or negative environmental consequences (a "*Situation*");

- It may involve criminal activity;
- The matter in question (including any persons or organisations involved) presents any potential or actual conflicts of interest, for UKRIO as a whole or for any of its staff or volunteers.

If the enquiry fulfils any of the above criteria, the Chief Executive Officer (CEO), liaising with the Chair of the Board of Trustees, takes appropriate action to address the issue(s) in question, informing the enquirer and recording the actions taken and the reasons for their decisions in writing.

- If an enquiry involved criminal activity or a Situation, we would first strongly encourage the enquirer to report the matter to appropriate organisation(s), which we would identify for them.
- If this did not take place in a timely manner, UKRIO, despite its role as a confidential advisory body, reserves the right in such circumstances to make disclosures, in confidence if necessary, to relevant external bodies. Such a decision would be taken by the CEO and the Chair, consulting with UKRIO's Board of Trustees, Advisory Council, staff or volunteers with relevant expertise, and/or legal counsel, as appropriate. UKRIO may be legally required to make such disclosures. We reserve the right to disclose details of our advice and correspondence if that advice is misrepresented by an enquirer.
- If an enquiry presented any potential or actual conflicts of interest, the CEO would determine how best to address this and inform the Chair, consulting them beforehand if the conflict was of a type and severity that posed a risk of compromising UKRIO's response to an enquiry.

Conflicts of interest involving the CEO are reported to the Chair for action. Conflicts of interest involving the Chair are reported to the Vice-Chair for action; the Chair would recuse themselves from any decision-making relating to the alleged conflict(s) of interest and agree to abide by the decision of the Vice-Chair. Some conflicts of interest may be adequately addressed through declarations and/or special safeguards; in others, the conflict can be avoided by excluding certain staff or volunteers from involvement in that enquiry. The CEO and the Chair would determine how best to address any conflicts of interest related to UKRIO as a whole, consulting with UKRIO's Board of Trustees, Advisory Council, staff or volunteers with relevant expertise, and/or legal counsel, as appropriate. UKRIO would provide the enquirer with appropriate information regarding any conflicts and how they have been addressed.

UKRIO staff then determine the main issues involved in the enquiry, seeking clarification, additional information and/or relevant background from the enquirer as necessary. With the enquirer's permission, UKRIO may seek additional information in confidence from people from relevant organisations.

Based on the information provided, UKRIO advises the enquirer on how the issues raised might be addressed. The guidance that we provide in response to an enquiry is determined case-by-case but draws on a wide variety of sources of best practice.

These include but are not limited to: relevant legislation; ethical standards for research; UKRIO's published guidance; requirements and guidelines for research

practice or other relevant matters from regulators, Government, international organisations, professional bodies, employers, journals, research funders and other relevant bodies; the expertise of UKRIO's Advisory Community and UKRIO's wide experience in resolving issues of research integrity.

Important notices

Advice and guidance from UKRIO will aim to reflect professional best practice in the conduct of research and in addressing misconduct.

UKRIO is not a regulatory body and has no formal legal powers; it exists to advise and assist those who seek its help.

UKRIO does not have a case investigation, adjudication or oversight role, but our representatives can and do participate in investigations at the request of a regulator, employer or other appropriate body or person.

UKRIO is an independent charity providing impartial advice on research conduct. All advice and guidance provided by UKRIO, its staff or volunteers is done so without legal responsibility and reliance on that advice and guidance is undertaken at the recipient's own risk. To the fullest extent permitted by law, UKRIO accepts no liability for any loss or damage caused or occasioned as a result of advice or guidance provided.

Advice provided is specific to the particular enquiry under consideration, based solely on the information provided to us about that matter, and may not necessarily be applicable to similar enquiries. All advice is intended as practical advice, not legal advice. Advice given by UKRIO is not given for the purposes of court proceedings within any jurisdiction and may not be cited or relied upon for this purpose.

Some enquiries are resolved quickly, with the enquirer needing no further assistance from UKRIO following our response. In such cases, we make it clear that we will provide further support should the enquirer require it. Other enquiries require long-term support, when UKRIO provides further guidance as the matter develops.

Enquirers do not need to provide any updates to UKRIO, but are welcome to do so.

UKRIO's role is normally to advise, not to be an advocate or an intermediary. At the discretion of the CEO and/or the Chair, UKRIO may take a more active role, such as raising concerns on behalf of an organisation or person..

- Any decision that UKRIO will take a more active role in a situation must take into account: the seriousness of the issue(s) in question; the credibility of the enquirer(s); and the likelihood of confirming the issue(s) from alternative and credible sources.
- Prior to making their decision, the CEO and/or the Chair will consult with UKRIO's Board of Trustees, Advisory Council, staff or volunteers with relevant expertise, and/or legal counsel, as appropriate.
- If UKRIO does take a more active role in a situation, it will stress throughout to all parties that it is a confidential advisory body, rather than a regulator, and has no formal legal powers.

Guidelines for seeking advice

Anyone seeking advice from UKRIO, whether an individual or an organisation, is given the following information about our role and remit. It is also available on our website (for example, see <https://ukrio.org/our-work/get-advice-from-ukrio/submit-an-enquiry/>).

- **Independent, impartial advice.** UKRIO is an independent charity, supporting the public, individual researchers and research organisations to further good practice in academic, scientific and medical research and in addressing allegations of poor practice, unethical behaviour and misconduct. We provide impartial advice on research conduct, including allegations of misconduct. We do not have regulatory powers; we advise and help enquirers. We do not have an investigatory, oversight, or adjudication role; our representatives may take part in investigations at the request of an employer, regulator or other appropriate body or person.
- **Our advice is not mandatory or legal advice.** Based on the information provided to us, we advise enquirers on how to proceed in the most appropriate way. This will include suggesting which body/bodies might best resolve the issue(s), perhaps an employer. Our advice is not mandatory, but reflects best practice in the conduct of research and addressing misconduct. Our guidance is not a substitute for legal advice from suitably qualified persons.
- **Confidentiality.** We will keep a confidential record of any requests for assistance and all subsequent discussions. No other parties will be informed without your consent, unless clear evidence of criminal activity has been presented, there is an immediate need to involve others to prevent further risk or harm to people, animals or the environment, or we are otherwise under a legal obligation to do so. We strongly recommend that enquiries are anonymised where possible, especially those from organisations. We also reserve the right to disclose details of our advice and correspondence if that advice is later misrepresented by you. Our Confidentiality Policy [is available here](#).
- **Other organisations.** If an enquiry is outside our remit then we may suggest other organisations which may provide advice, though this does not imply our endorsement.
- **Disclaimer:**
 - UKRIO is an independent charity providing impartial advice on research conduct. All advice and guidance provided by UKRIO, its staff or volunteers is done so without legal responsibility and reliance on that advice and guidance is undertaken at the recipient's own risk. To the fullest extent permitted by law, UKRIO accepts no liability for any loss or damage caused or occasioned as a result of advice or guidance provided.
 - Advice provided is specific to the particular enquiry under consideration, based solely on the information provided to us about that matter, and may not necessarily be applicable to similar enquiries.

All advice is intended as practical advice, not legal advice. Advice given by UKRIO is not given for the purposes of court proceedings within any jurisdiction and may not be cited or relied upon for this purpose.

- **Matters outside the UK:** UKRIO is a UK charity and our remit is to promote good practice and high ethical standards in UK academic, scientific and medical research. Our expertise is understandably rooted in the legal, ethical and other structures under which research is conducted in the UK. As such, we may be unable to give advice on certain issues which arise in, or relate to, non-UK jurisdictions.
- **Data Protection Act / General Data Protection Regulation:** The information on [this form](#) and any other information you submit to UKRIO may be stored on our computer records for internal data processing purposes. We will not pass this data on to third parties unless legally required to make such disclosures. We also reserve the right to disclose details of our advice and correspondence if that advice is later misrepresented by an enquirer. UKRIO is registered under the Data Protection Act (1988) and our Privacy Policy [is available here](#).

Anonymous enquiries

UKRIO will usually respond to requests for assistance where the enquirer wishes to remain anonymous. As UKRIO does not have an investigatory, adjudicatory or oversight remit, our Advisory Service is still able to offer guidance without knowing the identity or affiliation of the enquirer.

We remind enquirers that enquiries to UKRIO are confidential, subject to the caveats described elsewhere; however, we make it clear that we will still assist if they do not wish to disclose their identity.

Guidance provided by UKRIO in response to an enquiry is based solely on the information given by the enquirer. Accordingly, our response may be limited if only partial information is forthcoming. Acting with sensitivity at all times, we would inform the enquirer of this and encourage them to provide as much information as possible without revealing their identity.

Acting with due sensitivity

Enquiries to UKRIO can involve issues of a serious, sensitive or contentious nature, for example:

- Allegations that persons involved in research have suffered harm, injury or death.
- Improper treatment of animal subjects of research.
- Improper use or storage of human tissue, materials or personal data.
- When the enquirer, or a member of their family or a friend, is a participant in the research in question.

- When the research in question relates to a medical condition of the enquirer, or that of a member of their family or a friend, or when the enquirer has some other personal interest in the research.
- When the field of research is new, particularly specialized or the subject of considerable debate in the academic, scientific or medical communities or when the research in question deals with emotive issues or has been the subject of public debate and concern.

Even when an enquiry involves relatively straightforward matters, the enquirer may be nervous about approaching UKRIO. For example, members of the public, unfamiliar with research, can be extremely anxious when they first contact us. A researcher may feel that they will suffer detriment if it becomes known that they have sought advice from UKRIO or raised concerns about possible research misconduct. A person seeking guidance from UKRIO because they are the subject of a research misconduct investigation will understandably be suffering from stress.

Accordingly, all UKRIO staff and volunteers must act with due sensitivity and courtesy at all times when responding to enquiries to our Advisory Service.

Confidentiality and record-keeping

UKRIO keeps a confidential record of requests for assistance and subsequent discussions for internal purposes. See UKRIO's confidentiality policy [here](#). No-one outside UKRIO has access to this record (not even our funders and supporters). No other parties are informed unless there is clear evidence of criminal activity or we are legally required to do so, as described above.

If a third party would be able to work alongside UKRIO to resolve an enquiry, or would be a more appropriate source of support, then UKRIO would approach that body only with permission from the person(s) making the enquiry. The exception to this, again, would be if there was clear evidence of criminal activity or a Situation, as described above.

When seeking views on an enquiry from members of our Expert Community members we would normally provide an anonymised summary of the matter. An exception would be when anonymisation would require the redaction of so much information as to make it impossible for Expert Community members to give any useful views on the matter. Regardless, all information about enquiries to UKRIO is provided to our Expert Community members in the strictest confidence.

Way of working

UKRIO is an advisory body and not a statutory regulator. Advice and guidance from UKRIO is not mandatory. It is based on, and aims to reinforce, best professional practice in the conduct of research and in addressing questionable behaviour and misconduct.

We do not believe that researchers and their institutions need micro-management or additional regulatory oversight. Instead, we support them in conducting research that is of the highest quality and ethical standards. Our aim is a systematic and visible effort to promote and demonstrate integrity and high ethical standards in UK research.

As well as helping to ensure that standards for good practice are met, we provide support when things go wrong. We advise members of the public and researchers faced with bad practice and encourage and enable institutions to achieve high standards when addressing challenges to research integrity.

The guidance that UKRIO provides must always be independent, confidential and informed by best practice. Our focus is on support that is appropriate, proportionate and useful. We are not in the business of creating additional burdens or bureaucracy for researchers.

UKRIO covers academic, scientific and medical research wherever it is carried out, funded from, or published in in the UK. We provide support for all academic disciplines, from the arts and humanities to the life sciences, and all research sectors: higher education, NHS, private sector bodies and charities. As a charity, UKRIO has a particular interest in research affecting the public good.

Reporting and information sharing

UKRIO is committed to reporting aggregated findings and trends in a manner that ensures the complete anonymity of individuals and organisations. At no point will our reporting include information that could make any person or entity identifiable. This approach maintains confidentiality while enabling us to monitor and highlight systemic trends and recurring issues.

The rationale behind this is twofold: first, it ensures trust and encourages candid participation; second, it allows the wider research community to understand the nature of the challenges faced across the sector. By identifying patterns, UKRIO can support the development of systems-wide solutions to prevent issues and improve practices. This aligns with UKRIO's mission to foster integrity and excellence in research through collaborative, evidence-informed approaches. Further information on the confidentiality we offer can be found under 'Confidentiality and record-keeping', above.

Since UKRIO was established, it has become clear that individuals and organisations, who might otherwise be hesitant about sharing problems with a non-regulatory body, are more than willing to seek guidance from UKRIO on difficult issues. Our experience has been that organisations welcome the independent perspective UKRIO provides, while researchers and members of the public particularly appreciate our expert and confidential support.

Members of the public, individual researchers and research organisations trust UKRIO to provide independent, confidential and expert support. All who work or volunteer for our organisation must adhere to the highest standards of integrity, objectivity, honesty and professionalism.

Role of UKRIO’s volunteer Expert Community

UKRIO is a small charity, where the many successes of our organisation could not have been achieved without the generous and expert support of our volunteers. Some volunteers sit on our Board of Trustees or our Advisory Council, the bodies that oversee UKRIO’s strategy and work programme, while others become part of UKRIO’s broader Expert Community.

UKRIO draws upon its Expert Community when responding to questions and concerns about the conduct of research. All Expert Community members must sign and agree to UKRIO’s volunteer agreement which sets out terms including: Confidentiality, and Code of Conduct. Our Expert Community Members play a vital and varied role in supporting UKRIO’s Advisory Service, helping to ensure that we can offer expert guidance on the best ways to support good research practice and address poor practice and misconduct. Expert Community Members give their time to UKRIO *pro bono* and are not employees of the organisation. We pay reasonable expenses incurred by Expert Community Members in the course of supporting UKRIO. Appropriate insurances and indemnities have been obtained to cover volunteers, including volunteers, when acting on behalf of UKRIO.

Our Expert Community Members agree to comply with a Code of Conduct, which includes this protocol for responding to requests for assistance from UKRIO. The Volunteer Policy and Agreement can be found here: <https://ukrio.org/wp-content/uploads/Volunteer-Policy-and-Agreement-2024.pdf>

Protocol review cycle

Reviewing committee: Audit & Risk Committee / Trustees

Date of last review: December 2024

Date of next review: December 2026



Promoting integrity and high ethical standards in research
Providing confidential, independent and expert support

The UK Research Integrity Office (UKRIO) is an independent charity, offering support to the public, researchers and organisations to further good practice in academic, scientific and medical research. We pursue these aims through a multi-faceted approach:

- Education via our guidance publications on research practice, training activities and comprehensive events programme.
- Sharing best practice within the community by facilitating discussions about key issues, informing national and international initiatives, and working to improve research culture.
- Giving confidential expert guidance in response to requests for assistance.

Established in 2006, UKRIO is the UK's most experienced research integrity organisation and provides independent, expert and confidential support across all disciplines of research, from the arts and humanities to the life sciences. We cover all research sectors: higher education, the NHS, private sector organisations and charities. No other organisation in the UK has comparable expertise in providing such support in the field of research integrity.

UKRIO welcomes enquiries on any issues relating to the conduct of research, whether promoting good research practice, seeking help with a particular research project, responding to allegations of fraud and misconduct, or improving research culture and systems.

UK Research Integrity Office

Impact Hub London Euston, 1 Triton Square, London NW1 3DX
Tel.: +44 (0)20 3828 1325 Email: info@ukrio.org Web: www.ukrio.org
Registered Charity No: 1147061 Registered Company No: 7444269



© UK Research Integrity Office 2024

This material may be copied or reproduced provided that the source is acknowledged and the material, wholly or in part, is not used for commercial gain. Use of the material for commercial gain requires the prior written permission of the UK Research Integrity Office.

For the full list of UKRIO publications, visit www.ukrio.org