
	<b>University of the Philippines Diliman</b> <b>COLLEGE OF HOME ECONOMICS</b> <b>RESEARCH ETHICS COMMITTEE</b>	UPCHE REC SOP 22/03  Approval Date: 07-Oct-2024  Effective Date: 04-Nov-2024
	<b>SOP 22. Management of Incoming  and Outgoing Communications</b>	

Supersedes:	02
Version:	03
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	(Adapted from UPMREB SOP and 2020 PHREB SOP Workbook)
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### 22.1. Policy Statement

All incoming and outgoing communications shall be recorded promptly, accurately and appropriately in an electronic database of the UP CHE REC.

### 22.2. Objective

This activity aims to ensure proper management of all REC incoming and outgoing documents or communications through the establishment of an efficient and effective accountability and tracking system.

### 22.3. Scope

This SOP includes all REC actions related to organizing incoming and outgoing documents and ensuring an appropriate REC response. This SOP begins with the sorting of all communications and ends with the storing or filing of incoming/outgoing communications.

### 22.4. Workflow for Management of Communications (5 working days)


	<b>ACTIVITY</b>	<b>PERSON RESPONSIBLE</b>	<b>TIMELINE*</b>
<b>1</b>	Sorting of incoming/outgoing communications	Administrative Secretary	1
<b>2</b>	Recording of incoming/outgoing communications	Administrative Secretary	1
<b>3</b>	Acting on received communications	Chair	2
<b>4</b>	Filing of incoming/outgoing communications and updating of database	Administrative Secretary	1

\*working days

### 22.5. Description of Procedure

#### 22.5.1. Sorting of incoming/outgoing communications:

- The Administrative Secretary sorts all communications received and prepares them for recording. Communications can come in the form of letters, official memoranda, or emails.
- The Administrative Secretary maintains administrative documents not related to specific study protocols, but used in daily operations of the UP CHE REC such as:
  - Reference materials and guidelines
  - Standard Operating Procedures

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- Communications issued to and received from persons other than principal investigators, on matters that are not related to any study protocols
- UPCHE REC members and files (CVs, Appointment letters, Signed Form 2 (Confidentiality Agreement and COI Disclosure, Form 4 (Training Records), Certificates of training
- Log of copies of documents requested by non-members (Form 39: Borrowers Log)
- Forms

#### 22.5.2. Recording of incoming/outgoing communications:

The Administrative Secretary records study protocol-related communications in Form 12 [Submissions Log]. This form is updated as each submission is received. The record should contain, but is not limited to, the following:


- Date Received
- Study Code
- Title
- PI/RP
- Submitting Person
- Receiving Person
- Date of Document
- Type of Submission
- Content of Submission
- Mode of Delivery
- Action
- Further Action Required

#### 22.5.3. Acting on received communications:

- The Administrative Secretary drafts the response to received communications under the supervision of the Member Secretary or the Chair. If applicable, the Administrative Secretary utilizes the existing templates.
- The Chair and/or Member Secretary signs the outgoing communications.

#### 22.5.4. Filing of incoming/outgoing communications and updating of database:

- The Administrative Secretary maintains the administrative documents separately from study protocol-related documents.
- The following guidelines are used in filing the documents:
  - Administrative documents are labeled and filed sequentially.
  - Guidelines are filed numerically by subject and by subject alphabetically.
  - SOP Manuals are filed chronologically.
  - The old SOP manuals will be stamped "Superseded by SOP Manual version \_\_\_\_, date\_\_\_\_\_".

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- v. Important communications are filed in the communications folder and recorded chronologically in Form 12 [Submissions Log].
  - vi. Members' and other personnel's files are filed alphabetically by last name.
  - vii. Only the most recently updated Form 3 [Curriculum Vitae] are filed in the individual member's folder.
  - viii. Signed Form 2 [Confidentiality Agreement and Conflict of Interest Disclosures] and training certificates are filed chronologically under every member's or other personnel's file.
  - ix. Form 4 [Training Records] must be updated as each training certificate is submitted by the member or personnel for filing.
  - x. Active UPCHE REC blank forms are kept in individually labeled folders or envelopes. The folders or envelopes are filed numerically with a list or index of forms written as form number and subject of form.
- c. The Member Secretary and Chair supervises the Administrative Secretary in filing and storing the communications received by the REC.
  - d. The Administrative Secretary updates the relevant database based on the communications received/sent by the REC.


## 22.6. Forms

The following forms are used in the implementation of this SOP:

- Form 2: Confidentiality Agreement and Conflict of Interest Disclosure Form
- Form 3: Curriculum Vitae
- Form 4: Training Records
- Form 12: Submissions Log

## 22.7. Document History

Version No.	Date	Authors	Main Change(s)
01		Maria Patricia V. Azanza, Ph.D. Joanne R. Bantang, Ph.D. Cecile Leah T. Bayaga, Ph.D. Kristyn T. Caragay Charla Rochella S. Saamong Mary Anne Ramos-Tumanan, Ph.D. Casiana Blanca J. Villarino, Ph.D. Fredelyn S. Gascon	First draft
02	04 December 2020	Maria Patricia V. Azanza, Ph.D. Joanne R. Bantang, Ph.D. Cecile Leah T. Bayaga, Ph.D. Kristyn T. Caragay Charla Rochella S. Saamong Mary Anne Ramos-Tumanan, Ph.D. Casiana Blanca J. Villarino, Ph.D. Fredelyn S. Gascon	References: Removed the list of references from this SOP and collated all references used for the entire SOP into one section.

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02	18 November 2022	Maria Patricia V. Azanza, Ph.D. Joanne R. Bantang, Ph.D. Cecile Leah T. Bayaga, Ph.D. Kristyn T. Caragay Marian Michelle D. Navales Mary Anne Ramos-Tumanan, Ph.D. Casiana Blanca J. Villarino, Ph.D. Fredelyn G. Tolete	Revised the SOP right header box to include a simplified SOP code and added date of approval  Added the statement “The old SOP manuals will be stamped Superseded by SOP Manual version ____, date ____” in Step 6.4 bullet #4.
02	04 August 2023	Maria Patricia V. Azanza, Ph.D. Joanne R. Bantang, Ph.D. Cecile Leah T. Bayaga, Ph.D. Kristyn T. Caragay Ma. Leonora dL Francisco, Ph.D. Adelaida V. Mayo, Ph.D. Marian Michelle D. Navales Mary Anne Ramos-Tumanan, Ph.D. Casiana Blanca J. Villarino, Ph.D. Fredelyn G. Tolete	Added timeline (in working days) for each step in the Workflow  Reformatted numbering of the sections to follow the SOP number (e.g., 3.1. Policy Statement)  Changed from SOP 20 to SOP 21 after SOP on Review of Progress Report was added to the SOPs for post approval.
03	08 July 2024	See updated list of authors	Updated the list of authors to include all regular members following the change in membership of the UPCHE REC.