



## About this policy

This policy applies to any and all feedback any standards-maker wishes to share with B S I. Standards-makers include:

- Committee members and chairs,
- Panel members,
- Nominating organizations,
- Standards Development Managers,
- External secretaries,
- Convenors,
- Consumer and Public Interest Network representatives and members,
- Registered users of the Standards Development Portal.

This policy and the contacts herein can be used to provide feedback about any aspect of the standards-making experience, including but not limited to:

- Diversity, equity and inclusion,
- Conduct or behaviour,
- Recruitment and onboarding,
- Tools and system,
- Meetings and events.

Committee members' first point of contact should always be the Committee Chair and/or Standards Development Manager / External Secretariat for the committee about which they wish to provide feedback. All operational / technical committee matters (e.g. meeting arrangements, commenting on drafts, standards development procedure etc.) should be directed to the relevant Standards Development Manager. The normal committee operating procedures and guidelines set out in B S 0 are not superseded by this policy; this policy supplements and supports B S 0.

## 1 The Policy

### 1.1 Introduction

B S I is committed to providing an efficient, inclusive and responsive service to all our standards-makers and to continuously improving our service through listening and responding. It is equally important for us to hear about things you think work well as

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things you have concerns about. Your feedback will help us resolve problems and encourage us to do more of what we are doing well.

We ask that your comments are constructive and respectful and that you provide a suggestion of how we can improve when raising a concern, insofar as possible. This will be extremely useful in helping us to improve your standards-making experience. We want to provide you with the best possible experience and ensure you're reaping all of the rewards of standards-making with B S I.

B S I encourages standards-makers to provide all types of feedback, including:

- Compliments,
- Suggestions / ideas,
- Concerns,
- Challenges / Problems,
- Any specific feedback on the inclusivity of the standards-making process and standards.

## 1.2 Useful information to provide

In order to enable us to respond to your feedback, please provide as much of the following information as relevant / appropriate when you contact us:

- Your full name,
- Your e-mail address,
- B S I committee reference number,
- Type of feedback (e.g. concern, challenge, compliment, suggestion, etc),
- As much information / detail as needed to help us respond effectively.

NB: If you wish to remain anonymous, please use our Standards-Makers Feedback form but please note your choice to remain anonymous precludes us from responding to or following-up with you directly.

## 2 Feedback process

The first point of contact for your feedback should always be your usual designated contact at B S I (e.g. Standards Development Manager, Committee Service Centre, etc.). If



you do not feel comfortable raising your feedback with your usual contact, you can instead email [standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com).

## 2.1 Stages of the process

The feedback process may involve one or more of the following steps (depending on the specific nature of the feedback, timing, context, gravity, etc.):

2.1.1 Speak to your usual designated B S I contact. If you do not have a usual designated B S I contact and / or you are not sure if they are the best person to contact, e-mail: [standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com).

2.1.2 If, after step one, you do not feel you have had a satisfactory response to your feedback:

- If your feedback is about committee work / standards development procedure / technical aspects of standards development, e-mail the Senior Standards Manager (SSM) for your sector/area. If you do not have the name / e-mail address of the relevant SSM, contact [standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com).
- If your feedback is about your experience or you want to e-mail a neutral party, please e-mail the Standards-Makers Engagement and Inclusion Team ([standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com)).

2.1.3 If need be, there may be a one-to-one, face-to-face meeting with your usual B S I contact and another relevant person (e.g. Head of Standards Governance, Senior Standards Manager, etc.), or with a neutral party, which can happen in person or online. This meeting may also involve other B S I employees as appropriate.

## 2.2 Purpose of the process

The purpose of this process is to:

- Ensure that all parties have the opportunity to be heard.
- Ensure that we can respond to your feedback appropriately and in a timely manner.
- Enable constructive dialogue in order to agree next steps.
- Ensure best practice is being observed and appropriate support is in place.



### 3 B S I's Commitment

B S I will:

- Acknowledge your feedback within 10 working days.
- Investigate and respond as quickly as possible with a target of responding within 10 working days.
- If it is not possible to provide a full response / solution within 10 working days we will explain why and give you a date by which you can expect a full response.
- Advise you what to do if you are not satisfied with our response.
- Record all feedback within our standards-makers feedback recording system<sup>1</sup>.
- Treat all feedback appropriately and in line with B S I's Privacy Policy.
- Ensure appropriate management review of feedback.
- Monitor feedback monthly to identify trends and implement improvements.

### 4 Escalation

Should you for any reason be dissatisfied with the response you receive or how you have been treated in investigating and / or resolving your feedback you can contact B S I's:

- Head of Standards Governance
- Associate Director - Committees
- Director of Standards Development
- Director of Standards Policy

In order to escalate your feedback to any of these senior colleagues please e-mail [standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com) with "F A O" followed by the role title in the subject line (e.g. F A O Head of Standards Governance) and these will be passed on directly to the relevant colleague.

If you have already submitted feedback using another B S I Policy or process (e.g. The B S I Dispute Resolution / Conduct Review Procedure Unsatisfactory conduct by committee member), please refer to that policy / process regarding escalation and / or appeal processes.

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<sup>1</sup> This can be done anonymously if so requested and for those who complete the feedback form anonymously but please note those providing feedback anonymously will not receive a direct response from B S I and it may make it more difficult to take any necessary steps.



## 5 How to give us your feedback

E-mail your usual designated B S I contact and / or [standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com)

Or

Visit: <https://www.surveymonkey.co.uk/r/standards-makers-feedback> to complete our quick and easy form<sup>2</sup>

Or

Write to:  
Standards-Makers Engagement and Inclusion  
B S I  
389 Chiswick High Road  
London W4 4AL

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<sup>2</sup> The form is within a B S I enterprise level Survey Monkey subscription where data collected is managed by B S I in accordance with our Privacy Policy and GDPR.