

BCE Complaints policy refresh

1. The Commission operates a formal complaints policy for handling complaints about the service it provides. The policy has worked well to date, but as with other corporate policies is due for a refresh as we commence a new constituencies review.
2. The refreshed Complaints procedure document is attached at **Annex A**, and **we recommend Commissioners approve it for use.**

Consideration

3. The policy clearly distinguishes between: a) complaints about the quality of the operational service the BCE has delivered (which would be treated as a complaint under the policy); b) complaints about the handling of a Freedom of Information request (which would be handled under the separate FoI policy procedure); and c) complaints about the substantive constituency proposals that the Commission has produced at any stage (which would be treated instead as a representation).
4. The policy also clearly sets out what the complainant can expect in terms of how the complaint will be handled, and what they can do if they are dissatisfied with the result of the complaints investigation.
5. As the Complaints procedure worked well in the last review, and subsequently, the draft presented at Annex A does not differ substantively from that used then.