

About this policy

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

- x Committee members and chairs,
- x Panel members,
- x Nominating organizations,
- x Standards Development Managers,
- x External secretaries,
- x Convenors,
- x

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:

- x Compliments,
- x Suggestions / ideas,
- x Concerns,
- x Challenges / Problems,
- x Any specific feedback on the inclusivity of the standards-making processes 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:

- x Your full name,
- x Your e-mail address,
- x B S I committee reference number,
- x Type of feedback (e.g. concern, challenge, compliment, suggestion, etc),
- x 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

Or

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

Or

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

² 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.