BSI Standards-Makers
Feedback Policy

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About this policy

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

- committee members and chairs
- panel members
- nominating bodies
- committee secretaries
- external secretaries
- convenors
- Consumer and Public Interest Network co-ordinators, representatives and members
- and 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 but it does not preclude standards-makers from communicating directly with committee chairmen and/or secretaries about operational / technical committee matters (e.g. meeting arrangements, commenting on drafts etc.) In other words, the normal committee operating procedures and guidelines set out in BS0 are not superseded by this policy; this policy supplements and supports BS0. (Please also see BS0:2016, 8.8)

The policy

Introduction

At BSI we are committed to providing an efficient and responsive service to all our standards-makers and to continuously improving our service through listening and responding to your ideas, compliments and concerns. Whilst every effort is taken to meet the high standards expected of us we may not get it right all of the time. We welcome feedback so that we can resolve problems and do more of what we are doing well.

Compliments and suggestions

Identifying and promoting best practice is fundamental to BSI. Please help us by sharing the positive experiences you have had and your ideas for how we can improve. Positive comments and suggestions are extremely useful in helping us to improve our standards-making process and in giving recognition to standards-makers and our staff.

Concerns and challenges

We want to provide you with the best possible experience and ensure you're reaping all of the rewards of standards-making with BSI. If you are not fully satisfied or if you have a concern, please tell us as soon as possible.

Useful information to provide

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

- Your full name
- Your job title (if appropriate)
- Company name (if appropriate)
- Nominating body (if applicable)
- Your telephone Number (including dialling code)
- Your E-mail address
- Your Individual Committee Member number (if applicable)
- BSI committee reference number (if applicable)
- Type of feedback (e.g. concern, challenge, compliment, suggestion)
- As much information/detail as you can provide to help us respond effectively

Feedback process

Please note that the first point of contact for feedback should always be your usual contact (e.g. committee secretary) at BSI.

The feedback process may involve one or more of the following (depending on the specific nature of the feedback and any action already taken):

1. Speak to your committee secretary or BSI contact point
   - If you do not have a BSI committee secretary and/or you are not sure if they are the best person to contact, email standardsmakers@bsigroup.com
2. If you do not feel you have had a satisfactory response to your feedback, email the standards publishing manager for your sector/area

The policy

3   If need be, there may be a one-to-one, face-to-face meeting with the committee secretary and the Standards Publishing Manager which may also involve other BSI employees as appropriate

NB: The Standards Publishing Manager will involve other senior BSI employees as appropriate.

The purpose of this process is:

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

How to give us your feedback

E-mail your committee secretary or BSI contact point
and/or
E-mail: standardsmakers@bsigroup.com
or
Visit: https://www.surveymonkey.co.uk/r/standardsmakersfeedback to complete our quick and easy form.
or
Write to:
Standards-Makers Engagement
Standards Policy
BSI
389 Chiswick High Road
London W4 4AL

What BSI will do

BSI will:

- Acknowledge your feedback within 5 working days.
- Investigate and respond as quickly as possible with a target of responding within 10 working days.
- If it is not possible to respond to you 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.
- Treat all feedback confidentially and in line with BSI's privacy policy.
- Ensure appropriate management review of feedback.
- Monitor feedback monthly to identify trends and implement improvements.