



## BSI Standards-Makers Feedback Policy

**bsi.**

...making excellence a habit.™

## 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
- ✓ programme 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 but it does not preclude standards-makers from communicating directly with committee chairs and/or programme managers 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 In other words, the normal committee operating procedures and guidelines set out in BS 0 are not superseded by this policy; this policy supplements and supports BS 0. (Please also see BS 0 sub-clause 8.8)

## The Policy

### Introduction

BSI is 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. Your feedback will help us resolve problems and encourage us to do more of what we are doing well.

Identifying and promoting best practice is fundamental to BSI. Please help us by sharing your positive experiences and your ideas. Both positive and constructive comments are extremely useful in helping us to improve your standards-making experience and in giving recognition to your fellow standards-makers and our staff. We want to provide you with the best possible experience and ensure you're reaping all of the rewards of standards-making with BSI.

BSI encourages standards-makers to provide all types of feedback, including:

- Compliments
- Suggestions
- Concerns
- Challenges / Problems

### 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
  - Company name
  - Your job title
  - The nominating body you represent
  - Your e-mail address
  - BSI committee reference number
  - Type of feedback (e.g. concern, challenge, compliment, suggestion)
  - As much information / detail as needed to help us respond effectively
-



## Feedback process

The first point of contact for your feedback should always be your usual designated contact at BSI (e.g. Programme Manager, Committee Service Centre, etc.).

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

1. Speak to your usual designated BSI contact.  
If you do not have a usual designated BSI 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. If, after step one, you do not feel you have had a satisfactory response to your feedback:
  - a. If your feedback is about committee work / the Standards development process, e-mail the Standards Publishing Manager for your sector/area
  - b. If your feedback is about your experience or you want to e-mail a neutral party, please e-mail the Standards-Makers Team ([standardsmakers@bsigroup.com](mailto:standardsmakers@bsigroup.com))
3. If need be, there may be a one-to-one, face-to-face meeting with your usual BSI contact and the relevant manager; this meeting may also involve other 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 usual designated BSI contact and/or [standardismakers@bsigroup.com](mailto:standardismakers@bsigroup.com)

or

Visit: <https://www.surveymonkey.co.uk/r/standardismakersfeedback> to complete our quick and easy form.

or

Write to:

Standards-Makers Engagement  
Standards Policy  
BSI  
389 Chiswick High Road  
Chiswick  
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 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
- 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.



BSI Group  
389 Chiswick High Road  
London, W4 4AL  
United Kingdom

T: +44 (0)20 8996 9001  
E: [cservices@bsigroup.com](mailto:cservices@bsigroup.com)  
[bsigroup.com](http://bsigroup.com)