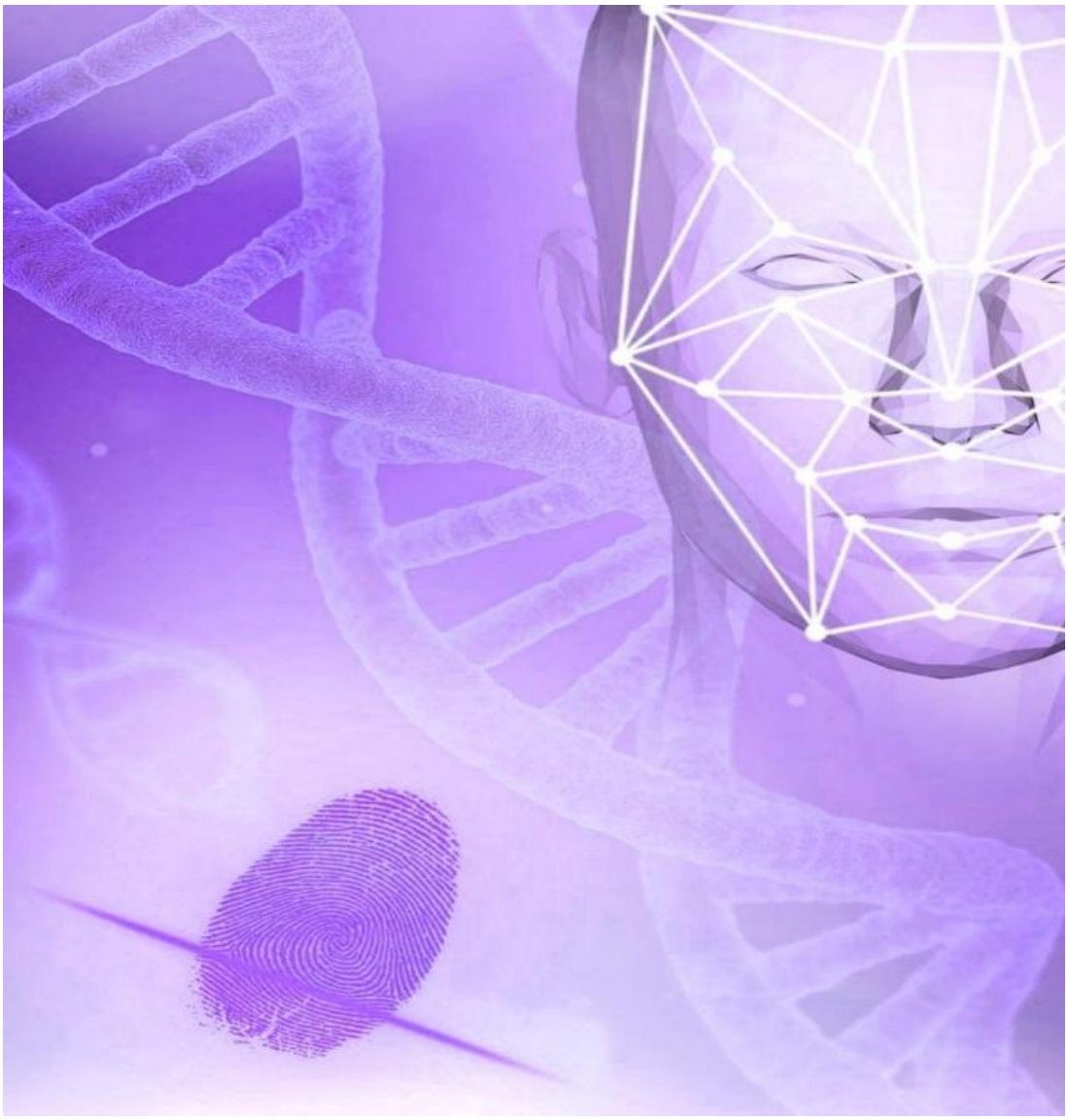
Scottish Biometrics Commissioner
Coimiseanair Biometrics na h-Alba

# SCOTTISH BIOMETRICS COMMISSIONER

## COMPLAINTS PROCEDURE
## EQUALITY IMPACT ASSESSMENT

**October 2026**



***Safeguarding our biometric future***

Scottish Biometrics Commissioner
Coimiseanair Biometrics na h-Alba

## Name of Policy

Complaints Procedure

## Individual responsible for completing EQIA

Cheryl Glen – Director

## Purpose and intended outcomes

**Aims / objectives**

The Scottish Biometrics Commissioner (SBC) is committed to providing high-quality customer services therefore has developed a complaints procedure for the public on how to make a complaint. The guidance also explains how we will handle the complaint and what can be expected from us.

The SBC regards the complaint as any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us or on our behalf.

The procedure highlights what you can complain about including:

- our failure or refusal to provide a service
- our inadequate quality or standard of service, or an unreasonable delay in providing a service
- your dissatisfaction with one of our policies or its impact
- our failure to properly apply law, procedure or guidance when delivering services
- our failure to follow the appropriate administrative process
- our conduct, treatment by or attitude of a member of staff
- your disagreement with a decision, (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector)

Your complaint may involve more than one SBC service or be about someone working on our behalf.

Further to this, the aim of the guidance is to provide as much detailed information around the procedure of making a complaint about the SBC (to the SBC); how that complaint will be dealt with including timeframes involved; next steps if you're not happy with the outcome of the complaint response; how to access help when making your complaint and our contact details. The guide also includes an easy-to-follow flow chart of the complaint procedure.

The intended outcome of the procedure is to provide the public with enough detail around their rights to formally complain about the SBC in a way that is accessible, easy to follow and inclusive to all.

## Sources of information to help identify likely impact on different groups of people

Consideration was given to **disability; gender reassignment; race; age; religion or belief , sex and sexual orientation** during the development of the procedure.

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For all the above there is no negative impact, the procedure is inclusive and accessible on our website with the ability to request a hard copy through our Guide to Information (also found on our website). The procedure shows no preference, bias or impediment related to any protected characteristic.

Within the procedure we have included a section 'Getting help to make your complaint' which highlights complaints can come from a representative e.g. friend, relative or advocate. Further information on finding local advocates is provided. Additionally, where a child is involved in a complaint the process will be tailored and personalised to their individual needs and circumstance, taking account of their views and wishes when deciding how to run the process and communicate with them.

No formal consultation on the procedure has taken place.

## Declaration and publication

I have read the Equality Impact Assessment, and I am satisfied that the measures outlined in the Complaints Procedure actively promote equality rights of the public.

**Signed:** Dr Brian Plastow, Scottish Biometrics Commissioner
**Date:** October 2026

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