



Scottish Biometrics  
Commissioner  
Coimiseanair  
Biometrics na h-Alba

# SCOTTISH BIOMETRICS COMMISSIONER

## COMPLAINTS HANDLING PROCEDURE (EXTERNAL) EQUALITY IMPACT ASSESSMENT

July 2022



*Safeguarding our biometric future*



## Name of Policy

Complaints Handling Procedure – External

## Individual responsible for completing EQIA

Cheryl Glen – Corporate Services Manager

## Purpose and intended outcomes

### Aims / objectives

The Scottish Biometrics Commissioner (SBC) is committed to providing high-quality customer services therefore has developed an external facing 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 a 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:
- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or
- 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 complaints 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.

- To raise awareness of the rights of the public around complaints
- To ensure the SBC remains responsive and inclusive to all, learning from complaints received



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

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

For all of 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 Publication Scheme (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.

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 Handling Procedure actively promote equality rights of the public.

**Signed:** Dr Brian Plastow, Scottish Biometrics Commissioner

**Date:** July 2022

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