



BSS Quality Assurance Procedure BSSQA021

Procedure for the handling of unsubstantiated complaints from one BSS Examiner about another BSS Examiner [March 2024]

Approval Board of Directors #08 -2024

1.0 Introduction and initial actions

- 1.1 Complaints from one BSS Examiner about another examiner in circumstances where there is evidence of an alleged breach of the BSS Examiner Conditions of Registration will be handled in accordance with investigation procedure BSSQA006.
- 1.2 In the circumstances that a complaint from one BSS Examiner against another examiner is unsubstantiated, the complainant will be asked to provide evidence and if none is forthcoming then the BSS Office will collect the information provided and use it in support of its BSS Examiner monitoring activity. In these circumstances the complainant will be informed that the information has been collected and the correspondence will be closed.
- 1.3 Dependent upon the nature of the information received and/or the overall intelligence picture, there may or may not be direct or immediate contact with the Examiner who is the subject of the complaint. It will be for the BSS Examiner monitoring activity to establish and then deliver any necessary examiner performance and or behavioural improvements.

2.0 Further action

- 2.1 In the event that subsequent evidence of an alleged breach of the BSS Examiner Conditions of Registration is forthcoming from the complainant or others, or from the BSS Examiner monitoring activity, the investigation will be handled in accordance with investigation procedure BSSQA006.

3.0 Data handling

- 3.1 Personal data held by BSS pursuant to this BSSQA021 will be held in accordance with the applicable data protection legislation. It is intended to keep any data for a period of up to four years.

4.0 Data analysis

- 4.1 The BSS Office will report annually to the BSS Advisory Forum on the number and nature of the unsubstantiated complaints from one BSS Examiner against another, and any outcomes.

5.0 Changes to this Procedure

- 5.1 The procedure will be reviewed every five years through the BSS Advisory Forum and any proposals for change recommended to the Directors of BSS. The need and timing of any review can be sooner if agreed by the Directors.