

SCHEDULE 6

Standards which deal with Supplementary Matters

PART 2

POLICY MAKING STANDARDS

- 7** **A body publicising policy making standards**
- Standard 161:** You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—
- (a) on your website, and
 - (b) in each of your offices that are open to the public.
- 8** **A body publishing a complaints procedure**
- Standard 162:** You must—
- (a) ensure that you have a complaints procedure that deals with the following matters—
 - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and
 - (ii) how you will provide training for your staff in relation to dealing with those complaints,
 - (b) publish a document that records that procedure on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 9** **A body publishing arrangements for oversight**
- Standard 163:** You must—
- (a) ensure that you have arrangements for over-seeing the way you comply with the policy making standards with which you are under a duty to comply,
 - (b) publish a document that records those arrangements on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 10** **A body producing an annual report regarding policy making standards**
- Standard 164:** (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.
- (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.
- (3) You must publish the annual report no later than 30 June following the financial year to which the report relates.
- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—

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- (a) on your website, and
- (b) in each of your offices that are open to the public.

11 A body publicising the way it intends to comply with policy making standards

Standard 165: You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.

12 A body providing information to the Welsh Language Commissioner

Standard 166: You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.
