



**Public Affairs Cymru Response: Senedd Standards of Conduct Committee  
Consultation: Procedure for Dealing with Complaints against Members of the Senedd**

Public Affairs Cymru (PAC) welcomes the Standards of Conduct Committee's inquiry into the procedure for dealing with complaints against Members of the Senedd.

As public affairs professionals, PAC members work regularly and closely with many Members of the Senedd and ensuring that there is a clear and appropriate method to raise concerns or indeed, make a complaint against a Member of the Senedd, is extremely important to maintain trust in the democratic process.

PAC welcomes that a "plain English" version of the Procedure will be produced, this will ensure Senedd processes for dealing with complaints are communicated clearly and are accessible.

We do not believe that a time limit is appropriate for complaints, as long as conditions under Annex A 4.2 are met.

Regarding the information a complaint should contain, as long as this is clearly laid out, with the rationale behind this explained, then the proposed approach is reasonable.

PAC agrees that the complainant should be informed regularly regarding the progress of a complaint. An expected timeline, such as the milestones laid out in the consultation document, should be outlined to the complainant at the outset of the complaint process. The Committee should also ensure that these milestones are clearly understood by the complainant.

Whilst appreciating that the Commissioner can receive a large number of complaints, we believe that complainants should be kept informed on an individual basis, so as to avoid potential miscommunication or misrepresentation.

In relation to the Commissioner having discretion to bring a complaint to an end, we would support the inclusion of a right of review by the Standards Committee in cases where the Commissioner dismisses a complaint.

The proposal to restate the early rectification procedure more clearly is cautiously welcomed, should it lead to early resolution however we would strongly emphasise the need for the complainant to be in agreement with this.

Finally, PAC agrees that the Committee should have discretion to redact and summarise the reports for safeguarding or confidentiality reasons.

Public Affairs Cymru Executive Committee.

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