



Elin Jones AC, Llywydd

Cynulliad Cenedlaethol Cymru

Elin Jones AM, Presiding Officer

National Assembly for Wales

Jayne Bryant AM
Chair
Standards of Conduct Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

Your ref:
Our ref: PO 540/EJ/CS

30 October 2018

Dear Jayne,

Thank you for your letter of 11 October.

As noted in our exchange of correspondence, the Assembly Commission will wish to take advice on the potential for an anonymous reporting system once the Standards Commissioner has reported on his work with political party complaints procedures and once the outcome of an anonymous test of our complaints routes has been completed. The latter of these issues was a recommendation of the Committee in its report which we have accepted and is due to be completed by the end of 2018. You will be aware that we have been keen to address comments we heard in the media about the complexity of different systems which was seen as a barrier to making complaints through the formal routes. Taking these component parts into account, the Commission will want to take further advice early in 2019 before coming to a conclusion on an anonymous reporting.

The Committee also asked for an update on the work of the new Contact Officers since we introduced them in May. This information is provided in general terms so that we maintain the confidentiality of the work of Contact Officers as outlined in the Dignity and Respect policy and associated guidance. I am advised that there have been around eight approaches to the service and each of the individuals have been provided with advice and guidance about the appropriate routes for making a complaint and offered emotional support. In accordance with our guidance, such approaches are reported anonymously by the Contact Officers to the Head of Human Resources, who is then able to establish whether any patterns are emerging and whether interventions are required. In addition, two approaches

Croesewir gohebiaeth yn Gymraeg neu Saesneg / We welcome correspondence in Welsh or English

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have been made to our Contact Officers where the alleged complaints were not for the Assembly or our independent Standards Commissioner to consider. Complainants were sympathetically re-directed to the appropriate authority so that their complaints could be dealt with. Our Head of Human Resources will keep the work of our Contact Officers under review and let you, the Remuneration Board and the Assembly Commission, each of which are responsible for difference groups of people who work here, informed of progress.

I hope you will find this helpful.

Yours sincerely,

Elin Jones AM
Llywydd