



## **CLOSING DATE FOR SUBMISSIONS – 5PM (UK TIME), 9 JULY 2021**

### **CLARIFICATION QUESTIONS AND RESPONSES**

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

*Q1: You say the following about this role: ‘The role of the independent complaints service is to settle complaints about poor or inappropriate service, either by conciliation or adjudication.’ The wording implies that this role goes much further than investigation. The reference to “conciliation” implies that the role is also to act as a mediator between yourselves and the complainant. Is that correct?*

A1: The primary function is investigation, but there may be times when ADR is appropriate to try and remedy a complaint.

*Q2: The reference to the role being to “settle” the complaint, implies a power to make a decision on the merits of the case and to award a remedy that we consider to be appropriate. Is that correct?*

A2: Yes, but we would suggest ‘recommend’ a remedy as opposed to impose.

*Q3: How long will it take from the start of receiving a complaint to closing the case by the Independent Complaints Reviewer? The elapsed time this will take.*

A3: That will depend on the case, we aim to pass the papers over within a few working days. Currently the ICR agrees scope and then investigates, for this reason there is no set timescale for the process.

*Q4: How much of a reviewer’s time will be spent on the investigation?*

A4: Again, that will differ from case to case. We will supply all relevant files and reports, but the review carried out would be based on the scope agreed.

*Q5: Is the Independent Complaint Reviewer required to produce the Annual Report? Or to assist TNA in producing this?*

A5: Yes, the ICR produces the report with support from TNA. We supply data and commentary to assist in the process.

Q6: *If so, will this work be charged to TNA using the supplier's rate card?*

A6: Yes, or that would depend on the cost structure chosen when you submit your tender (please tell us as part of your bid).