

# Consultation on the REF 2021 Codes of practice complaints & investigations process

## Annex A – Consultation Questions

## Annex A – consultation questions

### Q1 – Investigations

- a. Overall, the approach set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the approach set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

### Q2 – Individual Complaints

- a. Overall, the approach set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the approach set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- d. Where it adds value, please provide your rationale for your answers

### Q3 – Complaints out of scope (paragraph 29)

- a. Overall, the criteria for complaints out of scope are **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the criteria for complaints out of scope are **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree

- Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers
- d. Please propose any additional criteria for complaints that you feel should be out of scope

#### **Q4 – Systemic Breach**

- a. Overall, the approach set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the approach set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

#### **Q5 - Stage 1: REF Team Process**

- a. Overall, the process set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the process set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

#### **Q6 – Stage 2: Funding Body Process**

- a. Overall, the process set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree

- b. Overall, the process set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

### Q7 – Stage 3: Appeals process

- a. Overall, the process set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the process set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

### Q8 - Remedies

- a. Overall, the rationale set out regarding remedies is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the rationale set out regarding remedies is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Overall, the specific example remedies set out in Table 1 are **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree

- Strongly disagree
- d. Overall, the specific example remedies set out in Table 1 are **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- e. Where it adds value, please provide your rationale for your answers
- e. Are there additional remedies that should be considered by the funding bodies?

#### Q9 – Complaint and Investigation Outcomes

- a. Overall, the approach set out in this section is **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, the approach set out in this section is **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- c. Where it adds value, please provide your rationale for your answers

#### Q10 – Timelines

- a. Overall, proposed timelines are **appropriate**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Overall, proposed timelines are **clear**
- Strongly Agree
  - Agree
  - Neither Agree nor disagree
  - Disagree
  - Strongly disagree
- b. Where it adds value, please provide your rationale for your answers