

Appendix H: Consultation Complaints Officer's Report

One complaint relating to the consultation was received by the Consultation Complaints Officer.

The complainant raised two issues concerning the consultation; firstly the design of the questionnaire, suggesting that the questions were presented in such a way to make it difficult for respondents' views to be made plain and secondly, the appropriateness of the role given to the Consultation Co-ordinator due to her last place of employment.

The Human Fertilisation and Embryology Authority followed the guidance given in the 'Code of practice on written consultation' issued by the Cabinet Office. The issues raised by the complainant were noted by the Authority and it was determined that ample opportunity was given to respondents to expand and clarify their views and to explain the reasoning behind their opinions. It was also felt that the Consultation Co-ordinator, an employee of the HFEA, had the ability to monitor and evaluate the consultation and to ensure that any conclusions would be appropriately disseminated.