# **Template for submissions:**

# **Technical consultation for the revised draft consumer care policy**

## Questions to guide consultation responses on the proposed guidelines

1. These questions aim to guide consultation responses on the guidelines: with overarching questions first, then questions on each Part of the guidelines, then questions on the Authority’s proposals for monitoring alignment and outcomes. Questions regarding the Authority’s indicative impact analysis (reported in Appendix 2) are also included.
2. For all responses, please reference your comments to the proposed guidelines’ clauses and explain what changes you suggest, and why.
3. Please consider using the template provided by the Authority for responses. Where feedback relates to specific clauses, please reference the clauses.

## Template for submissions

1. Are there any showstoppers that will prevent the guidelines from working?

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| --- | --- | --- |
| Part | Clause | Feedback |
| Overarching |  |  |

1. Are there any major errors or omissions in the guidelines?

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| Part | Clause | Feedback |
| Overarching |  |  |

1. Are there any technical drafting errors?

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| Part | Clause | Feedback |
| Overarching |  |  |