

# **Public Petitions Committee**

## **Statement of Expectations**

During the petitions process, you will be in regular contact with the Public Petitions team.

### **As a petitioner, you can expect the team to:**

- Treat you fairly and with respect.
- Assist you with your petition when you need it.
- Help you have your voice heard throughout the petitions process, either in writing or, on some occasions, in person.
- Provide you with regular updates on your petition.

### **To achieve this, the team will:**

- Make suggestions about how best to prepare your petition. This might include making sure your petition meets our guidance and/or providing advice on the way in which it is written.
- Provide you with clear information about each stage of the petitions process. For example, we will always let you know—
  - when the Committee will be looking at your petition and how you can follow the discussion and;
  - what action the Committee has decided to take on your petition and why.
- Respond to your queries as quickly as we can. If we cannot do this for some reason, we will let you know why and, where possible, provide you with a timescale for when we will be able to respond.

**This statement of expectations covers the period 2020-21.**