

Root Causes List / eCase

Root Cause	Example Complaint issue
Peer review, funders panel, assessment process (not the decision)	Includes issues arising from the guidance we give these groups of people
Failure to follow the UKRI's agreed externally published policies and / or procedures	Used for issues arising from all other policies and procedures not pertaining to peer review, panels and assessment (use Root Cause #1 for these)
Unclear or lack of internal written procedure or guidance for staff	Includes internal guidance to teams as well as policies and procedures
Failure to follow the UKRI's legal obligations	
Unhelpful or insensitive conduct by a UKRI employee	
Neglect or unreasonable delay in answering a query / request for service	
Issue related to data handling, sharing or storage	Concerning data we have collected or need to collect, all AI-related issues
Unclear externally published competition guidance or website information	