

Warren Belmar Edits

The following recommendations aim to promote the widespread availability of such information while ensuring the continued integrity, objectivity, and reliability of complaints databases and data sets.

RECOMMENDATION

Agencies that make consumer complaints publicly available (whether in narrative or aggregated form) through online databases or downloadable data sets should, to the extent permitted by law adopt and publish online the written policies governing ~~its the~~ public dissemination of consumer complaints through databases or downloadable data sets, which policies should;

~~2. publish these policies online;~~

~~A. 3-~~ ensure that users accessing such databases and downloadable data sets are informed of the source(s), context, and procedures taken by the agency to ensure data quality, and any limitations on the integrity, objectivity, or reliability of the information included in the consumer complaints database or downloadable data set, including whether the agency information has ~~been~~ verified or authenticated the information in the consumer complaints being published in such databases; ~~by the agency;~~ and

~~B.4.-contain adopt~~ procedures to ensure that subjects publicly identified in the agency's consumer complaints databases or downloadable data sets are given the opportunity to post responses ~~where practicable or and~~ request corrections or retractions, ~~as appropriate.~~