##### INS-CGN-PG-014 CHANGES IN THE CGN WEBSITE

**Feedback and suggestions**

All feedback on the CGN website is collected in a document 'Website Feedback' by the Project Officer Documentation, also noting the source and date of the feedback.

These sources include:

* the results of the 'User evaluation website
* feedback received via the website
* complaints and comments from users and
* other informal feedback

Initially, a distinction is made between 'bugs' and 'features'. Bugs are fixed with high priority. Features are reviewed regularly, at least twice a year, by the Documentation Project Manager and the Documentation Project Officer. They decide on the relevance, assess the consequences and take the necessary steps to implement any changes. This may require approaching the feedback giver and asking for further clarification, or seeking technical advice. The assessment of all feedback is briefly recorded in the 'Website Feedback' document. If it comes to implementation, this will be noted in the document. Where formal 'suggestions for improvement' are involved, the submitter will be informed of the decision in writing, with motivation.

**Implementation of changes**

All changes to the functionality and content of the CGN website are planned and implemented by Project Manager Documentation and Project Officer Documentation.