

How did we do?



Summary of our Customer Feedback Policy

Tell us what you think!

The Government of Jersey wants to get things right and give people the best services possible. We want to know what works, what doesn't and what matters to you.

Your feedback is really important! So, we have this Customer Feedback Policy to make sure all feedback is managed in the best ways.

No matter what your feedback is, we will listen to you, respect you and be fair.

You can:



comment

Tell us what you think.



suggest

Give us ideas about how to make things better.



compliment

Tell us what went well!



make a complaint

Tell us about a problem.

Giving feedback

You can feedback on:

- all our services, including healthcare
- our administration (office services) and processes
- any advice we give
- how our staff, agency workers, contractors and volunteers act or behave
- any of our laws or policies.

You can give feedback:

 **Online** gov.je/feedback

 **Email** feedback@gov.je

 **Telephone** 01534 444444
or for Health and Community Services 01534 443515

 **Letter** PO Box 55, JE4 8PE

 **In person** You can also talk to staff delivering services.

How to make a complaint

Sometimes things go wrong! When they do, we want to know.

Follow these steps so we can find out what happened and put it right.

Making a complaint is not a bad thing to do, you won't get in trouble for doing it!

Step 1

Fill in our online form, email or telephone us. You can also tell the person involved there's a problem. They should be able to fix things quickly and put things right.

⌚ Usually 5 working days.

Step 2

If that doesn't work, tell us by email, telephone or ask the person involved to escalate to their manager. They will be fair, investigate what has happened, and let you know about decisions.

⌚ Usually 10 working days.

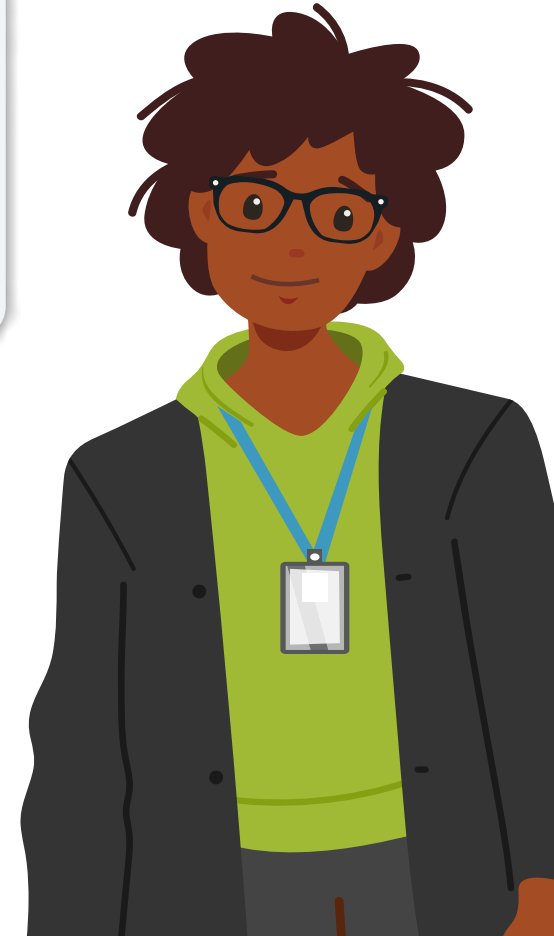
Step 3

If there's still a problem let us know by email or telephone. We will ask the Chief Officer of that department to look at the situation. They will keep you up to date on what's happening and any decisions.

⌚ Usually 10 working days.



You can follow these steps if you have a problem...



Taking it further

The States Complaints Panel

If your complaint has gone through all 3 steps and you think it hasn't been dealt with in the right way, you can contact the Jersey Complaints Panel.

- ➔ They look at all complaints that are sent to them and decide if they need to investigate it further.
- ➔ If they think it should, they hold a public hearing with everyone involved.
- ➔ After the hearing, they write a report showing what they have found.
- ➔ If they agree that the complaint hasn't been dealt with in the right way, they will ask the Minister or Department to look at the complaint again and reconsider any decisions.

🕒 Usually within 14 weeks of getting your complaint.



i The Panel is a group of independent professionals who volunteer to investigate complaints. They make sure all complaints are treated fairly.

If you need help to
make a complaint
☎ 01534 444444 or
✉ feedback@gov.je

Legal Action

If you think your complaint hasn't been treated fairly, let us know. We will contact the Head of the Civil Division at the law officers department. They'll investigate it further and decide if there's a legal case or not.

- ➔ If they say, **no, there isn't a legal case** — we will continue to investigate what has happened and make decisions.
- ➔ If they say, **yes, there is a legal case** — our investigation stops. You will be told how to contact the Law Officers' Department or the Legal Services Manager. They will investigate the complaint and tell you what will happen next.

Some more information

If you make a complaint, we will:

- listen to you and treat you with respect
- make sure you're involved and told what's happening
- make sure you know how long the investigation will take
- tell you who is involved and what they're going to do
- explain any decisions
- make sure all information is easy to understand
- make sure you have support if you need it.



There is support available if you think your complaint isn't being dealt with in the right ways.

Having help

You can ask someone to help you make a complaint. We will check they have your permission to talk with us and represent you.

Keeping people up to date

If you send in feedback or make a complaint online or by email you will get an automatic reply. If you do it another way, we'll usually let you know we got it within 2 working days.

Anonymous feedback

You don't have to tell us who you are. We do receive anonymous feedback and complaints. But we won't be able to tell you what we did or how the issue was dealt with if we don't know who you are.

Getting permission

With some complaints we may need to get permission to talk to people about what's happened and to investigate the complaint.

Timescales

If you make a complaint, it is best to do it as soon as possible. That helps everyone remember what's happened and deal with things quickly. But you can tell us any time within 12 months.

Stopping a complaint

You can withdraw a complaint at any time.

Our part

- ➔ We will listen to you and be kind.
- ➔ We will make sure the person who deals with the complaint is different from the person involved in the issue.
- ➔ We will make sure all complaints are dealt with in the right way.
- ➔ We will be flexible and make sure you have all the support you need, in the way you need. To help us do this, you can tell us what you need and the best way to communicate with you.
- ➔ We will protect your information, your privacy and follow the Data Protection (Jersey) Law 2018.
- ➔ We will make sure you are safe and protected from harm. If a complaint is a safeguarding concern, the Safeguarding Manager will be involved.
- ➔ We will use your feedback to learn. We report on the types and numbers of complaints we get and how we have learnt lessons and improved.

Your part

When things go wrong, it can be stressful and might make you feel angry. Please treat all our staff with respect. They should never have to deal with offensive language or abuse.

We will treat everyone fairly and with respect.



Thanks for reading this

If you want to know more, you can read the full Feedback Policy here: gov.je/feedback

