CUSTOMER FEEDBACK

This summary on Government of Jersey Feedback is based on data from 1 January to 31 December 2024

The term 'Customer' is used to describe any individual or organisation that accesses our services.

How did we do?

During 2024 a total of 4,288 pieces of feedback were recorded, averaging 357 per month.

Feedback is categorised into four areas:

Complaints: expressions of dissatisfaction or concerns

Compliments: positive feedback or praise for excellent service experiences

Comments: general remarks or observations

Suggestions: recommendations or ideas for improvement

The table below shows the volumes of feedback by type and Department for 2024.

Department	Complaints	Compliments	Comments	Suggestions
Cabinet Office	30	27	40	14
Children, Young People, Education and Skills	169	134	6	4
Department of the Economy	4	3	1	2
Employment, Social Security & Housing	286	278	52	49
External relations	1	6	-	-
Health and Care Jersey	216	1,527	98	38
Infrastructure and Environment	387	239	140	107
Justice and Home Affairs	42	52	14	8
Treasury and Exchequer	151	100	37	26
Total	**1,286**	**2,366**	**388**	**248**

How feedback was received

🌐	Online form	1,459	👥 In person	363
✉️	Email	1,272	📞 Telephone	280
✍️	Letter or feedback card	801	📱 Social media	113
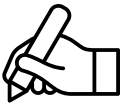
Turning feedback into action

Feedback helps us to understand what we're doing well and where we can improve. Whether it's a comment, complaint, compliment, or suggestion, every bit of feedback is important because it guides us in providing better services for everyone.

Some of the action we have taken as a result of feedback:

- Public toilets are now open year-round to better serve the community and visitors

- A payment machine is now available in the Court building for convenience.

- Red/green Yes/No buttons on the personal tax enquiry form replaced with clearer radio buttons to support colour-blind users, with plans to extend this improvement to more forms

- The Student Finance Income Statement form has been improved for a smoother and more user-friendly experience.

- Table tennis can now be conveniently booked through the Active App!

- Attestation form updated to allow the use of diacritics - the special marks added to certain letters to change their pronunciation or meaning (e.g., é, à, ô)

Complaint Themes

Customer complaint themes are important for several reasons:

- They help us recognise recurring problems or issues
- We can understand why things didn't go well by examining these themes
- They highlight areas where we can make enhancements to our products, services or processes
- Addressing these themes leads to a better overall experience for our customers

The top 10 themes of complaints received throughout 2024

Some complaints cover more than one theme, so the total number of themes is higher than the number of complaints.

Complaint Theme	Volume
How you access our services	344
Consistency of information we give you	306
Attitude and behaviour of our employees	261
Time taken	153
Care Received	144
Mistake was made by us	142
Property and assets	125
Appointments, admissions and discharge procedures	57
Data protection	25
Communication	14

Outcome of complaints following investigation and closure

The complaints closed throughout 2024 with an outcome recorded fell into four main categories.

Description	Volumes
Upheld - Investigation confirms the customers experience or concern raised in the complaint	386
Partially upheld - Investigation confirms part of the customers experience or concern raised in the complaint	282
Not upheld - Complaint was not found to be valid after investigation	236
Outcome not achievable - We couldn't address the customers complaint because we have insufficient information to take any action (eg the customer remained anonymous) or it is not possible to meet their expectations with the solution they sought.	92

Other complaints received did not have outcomes categorised, as they either fell outside the scope of the Customer Feedback Policy, were considered vexatious, were withdrawn by the customer, or did not have an outcome recorded.

Complaint Stages

We have a 3 stage complaints process:

Stage One

Complaints that can be resolved quickly, easily, or at the point of contact.

Stage Two

Complaints that are escalated to a team leader or manager that require further investigation. These include complaints that are complex, serious, high-risk, require consent, or will take longer to investigate.

Stage Three

Complaints that remain unresolved after stage two are escalated to the Chief Officer. The Chief Officer may request another Chief Officer, a delegated member of the department's Senior Leadership Team, or an independent third party, to review and oversee on their behalf.

Volume of reportable 2024 closed complaints by stage

Stage One	Stage Two	Stage Three
1,155	153	20

States Complaints Board

If a complaint has gone through all our feedback steps and the customer is still unhappy, they can request the States of Jersey Complaints Panel to review it. You can find more about the panel on Gov.je using this link: States of Jersey Complaints Panel

How did we do?

How to make a complaint, compliment, comment or suggestion
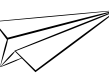
There are several ways you can provide feedback to us. We welcome feedback at the point of service as well as afterward.

Directly to any Government employee, whether face to face, by phone or in writing

gov.je/feedback

email feedback@gov.je

Employment, Social Security and Housing Telephone - 01534 444444, or for Health and Care Jersey 01534 443515

Letter - PO Box 55, JE4 8PE

SCAN ME

We value all feedback as learning opportunities to enhance customer experience. Your feedback helps us to improve.

We're working to make our feedback reporting even better. That means we're improving how we record and analyse feedback so we can understand it better and make our services even better too.