

STATES OF JERSEY

COMPLAINTS PANEL

*Do you have a complaint about a decision made
by a Minister or Government Department?*

If so, we may be able to help.

Who are we and what do we do?

The States of Jersey Complaints Panel is a completely independent and impartial body established to consider complaints from the public regarding Government decisions/maladministration. The Panel is made up of volunteers who are not States Members or Government employees. We will investigate your complaint and if we are unable to resolve your concerns informally with the Minister or Department in question, we may consider your complaint in person at a Hearing.

If a member of the Panel has a conflict of interest in relation to a particular complaint, that member will **not** participate in the consideration of your case or any Hearing.

Our services are free of charge.

Complaints about a Government decision or administrative process

We are able to consider complaints which may be:

- contrary to law;
- unjust, oppressive or improperly discriminatory;
- based wholly or partly on a mistake of law or fact;
- not have been made by a reasonable body of persons after proper consideration of all the facts; or
- contrary to the generally accepted principles of natural justice.

There is no requirement to exhaust the Government complaints process before contacting us, particularly if you feel that your complaint has not been dealt with adequately via this process.

How to get in touch

- Details of how to contact us are on the reverse of this leaflet.
- **If you would like some advice on how to complain please phone us on 01534 441016. We can help you to summarise your complaint and prepare your submission.**
- We will require the Minister or Department concerned to provide a written response to your complaint within three weeks.

What happens next?

When we receive a response, the Panel Chair will review the submissions from both sides and decide whether further investigation is needed.

- Sometimes the Chair will seek to resolve the complaint informally.
- Where it has been agreed to convene a Hearing, we will ask the Minister or department to provide a full report in response to the complaint.
- If your application for a Hearing is refused by the Chair, you can ask for a review of this decision. You will need to do this within one month.
- Both Deputy Chairs will undertake the review.

How does a Hearing work?

- If a Hearing is required, a Board is chosen from the members of the Panel.
- A Hearing is usually held in public within the States Building, but you can ask for it to be in private. The Report arising from the Hearing can also be anonymised if you wish.
- No new documents may be introduced at the Hearing.
- You can invite others to attend the Hearing to support you or speak on your behalf.
- At the Hearing you or your representatives will be able to outline your complaint and ask questions of the Department.
- The Minister or department officer will set out their case.
- Members of the Board will also ask any questions they may have arising from what has been submitted or said.
- The Hearing will close, and the Board will consider its findings in private.

Site visits

- If the Board considers it would be helpful, there may be a site visit, to which all parties will be invited to attend.

What happens after the Hearing?

- The Board will produce a report giving an overview of the facts and allegations relating to the complaint and this will be sent to all the parties for fact checking.
- The final report, complete with findings and any recommendations will then be made public and presented to the States Assembly. You will be sent an advance copy.
- The relevant Minister will be required to respond to the report in the States within a stipulated period.
- If the Board is **not** satisfied that the Minister or Department has properly considered or implemented the findings, it may reconvene and publish an additional report.

What if I am unhappy with the outcome of the Hearing?

- If you are dissatisfied with the outcome, you may approach a States member or a legal representative to identify another way of taking your complaint forward.

Current Panel members:

To view a list of current panel members, please visit:
statesassembly.je/appointed-bodies/complaints-panel.

CONTACT US:



Call us on 01534 441016
for an informal discussion about your case and any
potential next steps.



Email us at **complaintsboard@gov.je**
with details of your complaint and any relevant
documentation.



Write to the Greffier of the States,
Mrs L. Hart, the States Greffe,
Morier House, Halkett Place, St. Helier, Jersey, JE1 1DD.
Please include outline details of your complaint



For more information please visit
statesassembly.je/appointed-bodies/complaints-panel