



Deputy Inna Gardiner
Chair, Public Accounts Committee
BY EMAIL - I.Gardiner@gov.je

6 January 2025

Dear Deputy Gardiner,

Handling and Learning from Customer Feedback/Complaints Review

Thank you for your letter dated 10 December 2024 summarising the follow-up questions to Infrastructure and Environment following the public hearing with the PAC in relation to its review of Handling and Learning from Customer Feedback/Complaints on 4 December 2024.

Please find detailed below the information requested.

1. Breakdown of enforcement related feedback received by I&E during 2023 and 2024

The department received 6 pieces of feedback related to enforcement activity during the last two calendar years, specifically 1 complaint in 2023 and 5 complaints in 2024.

2. Breakdown of feedback received by I&E in relation to the planning and regulation functions of the department during 2023 and 2024

	Number of feedback cases related to Regulation*				
Years	Comment	Complaint	Compliment	Suggestion	Total
2023	8	33	68	4	113
2024	18	66	66	7	156
Total	26	99	133	11	269

*Includes Planning figures as a function within Regulation

	Number of feedback cases related to Planning				
Years	Comment	Complaint	Compliment	Suggestion	Total
2023	3	19	32	2	56
2024	4	33	9	1	47
Total	7	52	41	3	103

3. Breakdown of feedback received by I&E in relation to the Statutory Nuisance Law over the past 5 years (i.e. 2020 – 2024)

	Number of feedback cases related to the Statutory Nuisance Law				
Years	Comment	Complaint	Compliment	Suggestion	Total
2020	-	2	1	-	3
2021	-	-	-	-	-*
2022	-	2	1	-	3
2023	-	1	-	-	1
2024	-	8	1	-	9
Total	-*	13	3	-*	16

* No cases recorded

Yours sincerely,



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