

## How to Complain about the Complaints Panel

We aim to provide an exemplary service to all members of the public who seek our help. We welcome all comments and feedback in order to ensure that the highest standard of service remains for future complainants. Any and all feedback is treated with the strictest confidentiality.

### Making a Complaint –

1. We accept formal complaints about our service verbally or in writing by letter or email. Please outline your complaint and provide further evidence in writing to; [ComplaintsBoard@gov.je](mailto:ComplaintsBoard@gov.je) or to the Greffier of the States, Mrs. Lisa Hart States Greffe, Morier House, Halkett Place, St. Helier, Jersey JE1 1DD ([L.Hart@Gov.je](mailto:L.Hart@Gov.je)). Alternatively, please call 01534 441016 to discuss the matter..
2. You will receive a formal response from a case worker or the Greffier of the States (where applicable) within 1 week of the complaint being raised. All complaints will be fully investigated and amendments made, where necessary.
3. Should you be unhappy with the response from the Complaints Panel administration team please raise the complaint with the Privileges and Procedures Committee by emailing the Chair of the Panel, Connétable K. Shenton-Stone at [K.Stone@gov.je](mailto:K.Stone@gov.je). Further details of next steps will also be provided by the case officer, upon answering your initial complaint.

Please rest assured that the current or future service provided by the States Complaints Panel in relation to any cases will not be compromised by your complaint.