



Deputy I Gardiner
Chair of Public Accounts Committee

Via Email

10 January 2025

Dear Deputy Gardiner

Thank you for your letter dated 10 December 2024. As requested, please find to follow the responses to the questions raised by the Public Accounts Committee for consideration.

1. The total number of complaints/compliments/feedback received by the Government of Jersey Departments for 2024 with a breakdown of how this was submitted (i.e. in the categories as reported in the 2023 Customer Feedback Summary).

The following table shows the total number of feedback received by Government of Jersey Departments for 2024.

Department	Complaints	Compliments	Comments	Suggestions
Cabinet Office	30	27	40	14
Children, Young People, Education & 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 & Care Jersey (HCJ)	216	1527	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	1286	2366	388	248

The following table shows how the feedback has been received by Government of Jersey Departments for 2024.

Channel feedback received	Total volume of feedback
Online form at gov.je/feedback	1459
Email	1272
In person	363
Telephone	280
Social media	113
Letter or feedback card (this includes thank you cards)	801



2. Please can similar data also be provided for 2022.

The following table shows the total number of feedback received by Government of Jersey Departments for 2022.

Department	Complaints	Compliments	Comments	Suggestions
Cabinet Office	92	46	24	12
Children, Young People, Education & Skills	59	148	19	4
Department of the Economy	0	4	-	-
Employment, Social Security & Housing	250	102	22	22
Health & Care Jersey (HCJ)	317	464	337	11
Infrastructure and Environment	151	57	47	56
Justice and Home Affairs	39	50	1	1
Treasury and Exchequer	141	36	6	6
Total	1049	907	456	112

Channel feedback received	Total volume of feedback
Feedback logged directly by HCJ*	1129
Online form at gov.je/feedback	602
Email	501
In person	98
Telephone	129
Social media	17
Letter or feedback card	48

*In 2022, the HCJ Datix system was not able to record how feedback was received so this number cannot be broken down further. A system upgrade means since 2022 this information is recordable (as shown above in question one).

3. How many complaints during 2023 and 2024 were withdrawn by customers across all Government Departments.

There was a total of 5 complaints in 2023 and 2 complaints in 2024 recorded as withdrawn by customers in the Customer Feedback Management System (CFMS).

This information is not recorded by HCJ on Datix system.

4. Can further information be provided on the number of unresolved and not upheld complaints across all Government Departments during 2023 and 2024 and at what stage of the complaints process these complaints reached?

During 2024 the category 'unable to resolve' was changed to 'outcome not achievable' to better reflect the outcomes of these cases. Further detail is provided below in part a) to this question to explain this change.

The volume for 2023 does not include HCJ as at that time the department did not record this data. The total number from 2024 includes HCJ from April 2024 when this information started to be recorded.



Employment, Social Security and Housing

	Total complaints - unable to resolve / outcome not achievable	Total complaints - not upheld
2023	123	166
2024	92	236

The following tables shows what stage of the complaints process the unable to resolve / outcome not achievable and not upheld complaints reached during 2023 and 2024.

This data does not include HCJ as the Datix system in 2024 does not support reporting of this data. However, this issue will be resolved in 2025, and the data will be available going forwards.

Unable to resolve/ outcome not achievable	Stage 1	Stage 2	Stage 3
2023	115	8	-
2024	85	6	1

Not upheld complaints	Stage 1	Stage 2	Stage 3
2023	151	14	1
2024	175	52	9

a) What is the criteria for updating a complaint to unresolved or not upheld?

When a complaint has been responded to, the complaint handler is required to close the complaint on CFMS and select the 'reason why feedback is closed' to reflect the outcome of the complaint.

Complaints classified as 'not upheld' have the following definition:

Where we investigated and found that the complaint does not have merit. We are not able to validate the customer's experience.

Complaints classified as 'unable to resolve' had the following definition (until 13 November 2024):

This is a scenario where we have attempted to resolve with the customer however we are not being able to move further through the process.

On review of the categories for complaint closures during 2024 and in consultation with the Department Feedback Managers across Government of Jersey this wording was changed from 'unable to resolve' to 'outcome not achievable'. The new definition is:

This refers to a situation where we have not taken a complaint forward because it is not possible for us to achieve what the customer wants us to do as a result of their complaint (e.g. where their desired outcome is unreasonable), where we have insufficient information to take any action and the customer remained anonymous, or where the complaint was submitted beyond the specified timeframe for lodging complaints.

5. Does the Government of Jersey record complaints/compliments/feedback from suppliers or contractors who have been commissioned/provided services to Government? If so, how is this information recorded and what steps are taken to resolve and manage complaints?



The Customer Feedback policy applies to all customer feedback received across Government of Jersey and includes recording feedback from organisations. This covers suppliers/contractors who have provided services to Government. The handling of this feedback follows the same process as all other customer feedback received, as outlined in the Customer Feedback policy.

However, we recognise that there may not be a strong focus on recording organisation/supplier feedback on CFMS (compared to individual feedback) as they are often captured in alternative channels.

These channels are -

- Where a service is being commissioned/provided on behalf of government, Commercial services have a contract management guidance plan which contract managers should use that includes a section on reviewing customer complaints made to suppliers. The contract manager is required to assist in resolving any issues to ensure that we meet contractual obligations.
- Commercial services have an enquiry management system that records any enquiries that are made from suppliers via two main email channels. The enquiries are then used to identify any opportunities to improve the service.
- Online forms 5* rating system: all FirmStep forms on gov.je website have a feedback rating mechanism that users are presented with the option of completing after submitting a form. The 'Supplier Onboarding Request' form receives feedback which is reviewed and has been used to help design the new onboarding process due to be launched early 2025.
- A GoJ customer feedback survey: colleagues in commercial services have a survey in email signatures and on the notification emails when tickets get closed via the two main enquiry channels. Suppliers are able to provide feedback via this survey and any feedback is regularly reviewed to identify opportunities to improve services.

a) If not, are there any plans to introduce recording complaints made by suppliers / contractors engaged by Government?

During 2025 we will review current practises and develop our understanding to ensure supplier or contractor feedback is recorded and managed in the most appropriate way. Commercial Services are also planning to proactively survey our suppliers in 2025.

I hope this information addresses the questions put forward by the Committee.

Yours sincerely

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