

**WRITTEN QUESTION TO THE CHIEF MINISTER  
BY DEPUTY M.B. ANDREWS OF ST. HELIER NORTH  
QUESTION SUBMITTED ON TUESDAY 30th MAY 2023  
ANSWER TO BE TABLED ON TUESDAY 6th JUNE 2023**

**Question**

“Will the Chief Minister confirm the number of complaints that have been made against public sector workers and civil servants within each Ministerial Department since 2022?”

**Answer**

Complaints about all aspects of Governments services are recorded and used as opportunities for learning and improving. Our data does not specifically enable us to calculate (without manual review) how many complaints are against an individual compared to about the service in a more general sense.

The volume of all complaints received by department is published as part of the quarterly performance report and referenced below.

Year	2022				2023	
Department	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	01/04 – 01/05
Cabinet Office (SPPP, COO & OCE)	13	10	5	5	10	2
Children, Young People, Education & Skills	19	22	7	11	31	20
Customer and Local Services	59	75	55	61	37	29
Dept of Economy	0	0	0	0	0	0
Health & Community Services	70	55	72	120	133	36
Infrastructure & Environment	37	29	40	45	82	92
Justice & Home Affairs	14	38	8	9	5	5
Treasury and Exchequer	33	37	31	40	33	22
External relations	0	0	0	0	0	0
COVID 19	19	22	7	11	0	0

The figures are recorded through the customer feedback mechanism and may not reflect any complaints made at a local level that are not recorded.