

KS/MH/261

PRIVILEGES AND PROCEDURES COMMITTEE

(46th Meeting)

(Business conducted by electronic mail)5th September 2019**PART A (Non-Exempt)**

All members were present, with the exception of Deputy J.H. Perchard of St. Saviour, from whom apologies had been received.

Deputy R. Labey of St. Helier, Chairman
 Connétable A.S. Crowcroft of St. Helier
 Connétable C. H. Taylor of St. John
 Deputy J.M. Maçon of St. Saviour
 Deputy M.R. Le Hegarat of St. Helier
 Deputy C.S. Alves of St. Helier

In attendance -

L.M. Hart, Deputy Greffier of the States

Note: The Minutes of this meeting comprise Part A only.

States of
 Jersey
 Complaints
 Panel Annual
 Report 2018.

A1. The Committee, with reference to Minute No. A4 of 6th February 2018 of the Committee, as previously constituted, received and considered the States of Jersey Complaints Panel's Annual Report for 2018.

The Committee noted that 2018 had been an exceptionally busy year for the Complaints Panel ('the Panel'). 21 formal complaints had been received, in addition to 7, which had been carried forward from 2017. A further 11 enquiries had been received by the Deputy Greffier in relation to complaints, which had not been taken forward. A number of matters had been resolved informally, through the intervention of either the Chairman, Deputy Chairmen or the Deputy Greffier.

Eight formal hearings had been convened during 2018, which was the most ever held in one year. In 6 of the 8 cases, the relevant Complaints Board had upheld the complaint and in each case had made recommendations that modifications should be made to existing processes in order to avoid a repetition in the future.

The Committee expressed its sincere gratitude to the Chairman, Deputy Chairmen and all the members of the Panel for their hard work in dealing with complaints, on an honorary basis, during a particularly busy year. It indicated that they had been most impressive.

The Committee approved the Panel's Annual Report for 2018 and agreed that it should be presented to the States in the Reports series at the earliest opportunity. It instructed the Deputy Greffier to take the necessary action.