

STATES OF JERSEY



STATES OF JERSEY COMPLAINTS PANEL: APPOINTMENT OF MEMBERS

Lodged au Greffe on 28th March 2017
by the Privileges and Procedures Committee

STATES GREFFE

PROPOSITION

THE STATES are asked to decide whether they are of opinion –

in accordance with Article 5(2) of the Administrative Decisions (Review) (Jersey) Law 1982, to appoint the following persons as members of the States of Jersey Complaints Panel, from whom members of Complaints Boards can be drawn, for a period of 5 years –

Mrs. Susan Cuming
Mr. Gavin M. Fraser
Mr. David Greenwood
Dr. Gwyn Llewelin.

PRIVILEGES AND PROCEDURES COMMITTEE

REPORT

The Complaints Panel system

The Complaints Panel is established under the Administrative Decisions (Review) (Jersey) Law 1982, and it enables any person who is aggrieved by a decision made by a Minister or department, or any person acting on behalf of any such Minister or department, to apply to the Greffier of the States to have the matter reviewed by a Complaints Board. Once a complaint is received, the Greffier seeks the response of the Minister or department concerned before referring the papers to the Chairman of the Complaints Panel, who decides whether or not the circumstances justify review by a Complaints Board. If the Chairman is conflicted, then the matter is referred for adjudication by one of the Deputy Chairmen.

If the Chairman or Deputy Chairman considers that the circumstances justify a Board, before holding a hearing, they may first attempt informal resolution of the complaint, but if this is not appropriate or has failed, the matter is then referred to a Board and a hearing date is normally set for 6 weeks later.

A Board of 3 members selected from the Complaints Panel is established to deal with the case. If the Board finds in favour of the complainant it can request the Minister or department concerned to reconsider the decision. Article 5(2) of the Law requires the States to appoint the members of the Complaints Panel.

The current members of the Complaints Panel are –

Chairman

Mr. Geoffrey Crill

Deputy Chairmen

Mr. Christopher Beirne
Mr. Stuart Catchpole, Q.C.

Members

Mr. Robert Frederick Bonney
Mr. Patrick David McGrath
Mr. Graeme George Marett
Mrs. Janice Eden
Mr. John Moulin.

Following the submission of their applications to join the Panel, the 4 successful candidates were interviewed by the Chairman and 2 Deputy Chairmen on 9th March 2017. The Interview Panel considered that all 4 candidates demonstrated that they possessed the key skills and knowledge required to make a positive contribution to the work of the Panel and they all had experience of hearing conflicting evidence and reaching a reasoned conclusion through consensus. They come from a varied background; three are established Island residents with a wealth of public administration, health and finance experience, whilst the fourth has made his career in the finance industry and came to Jersey 3 years ago. PPC considers that they will make very valuable additions to the membership of the Complaints Panel.

Financial and manpower implications

All members of the Complaints Panel serve in an honorary capacity and there are no financial or manpower implications arising from this proposition.

BIOGRAPHIES

Mrs. Susan Cuming

Mrs. Cuming retired from her employment in the Civil Service in 2015, after 32 years' service, mostly working in human resources. She was educated in Harrow, England and went on to obtain a Diploma in Illustration from Harrow College. She worked as a freelance illustrator for several years, then began a career working in administration and junior management in 2 UK hospitals.

Mrs. Cuming moved to Jersey in 1983, and in that year continued her health service career at the Jersey General Hospital. In 1987 she began her career in human resources management. Having gained a professional qualification in human resources in 1993, she was later awarded the Chartered Fellow level of membership by the Chartered Institute of Personnel and Development. During her employment with the States of Jersey, Mrs. Cuming worked in both Health and Social Services and the Human Resources ("HR") section of the Chief Minister's Department; however, she supported a considerable number of other States Departments and functions. She played an active role as a member of the Jersey branch of the Chartered Institute of Personnel and Development for many years.

From 2006 until her retirement, Mrs. Cuming was a Senior HR Manager. Her role entailed management of a team of HR professionals who provided HR support to managers and staff. She was a member of a number of senior management teams and was involved in the public sector reform programmes, the development and implementation of HR policy and procedures, and business support to managers on HR matters. Part of her wide HR role included undertaking investigations into complaints, grievances and disciplinary matters, and she was trained by the Advisory, Conciliation and Arbitration Service ("ACAS"). A further responsibility was acting as Secretary to the Jersey Appointments Commission.

Since September 2015, Mrs. Cuming has been a member of the Jersey Employment and Discrimination Tribunal and participates in hearings to settle complaints raised by employees against their employers.

She is also embarking on a volunteer role with Macmillan Cancer Support, Jersey.

Mr. Gavin M. Fraser

Mr. Fraser is a senior finance professional and non-executive director with 40 years' experience in investments, banking, trusts, insurance and education. Educated in London at St. Clement Danes Grammar School, he obtained a Bachelor of Education (Hons.) Degree from London University before going on to teach for 7 years. Whilst living in London, he married a Jersey woman, and they decided to set up home in Jersey in 1985 to have their children.

Upon arrival in Jersey, Mr. Fraser decided to re-train and join an insurance company, and became the Channel Islands Head for 7 years, dealing with both insurance and investments for private individuals. In 1992, he was asked to join Midland HSBC and managed a small team at the bank, becoming a Member of the Professional Financial Advisors Society.

After 5 years, Mr. Fraser was asked to join local investment company Ashburton, initially to be the sole sales representative in the Channel Islands, and later with connections to the parent Company – the FirstRand Group – travelled extensively in South Africa, Kenya and Europe, setting up small offices in Sweden and Belgium.

Later promoted to Sales Director with responsibilities for creating teams in all the jurisdictions, he was asked to set up the company's fledgling office in Dubai, where he relocated for a 3-year spell from 2005 – 2008. He operated in Abu Dhabi, Oman, Bahrain, Qatar, Lebanon and Saudi Arabia.

After promotion to become the Global Sales Director, responsibilities included dealing with complaints, sitting on the Risk Committee, managing sales strategies and sales teams. Mr. Fraser is still a Member of the Chartered Investment and Securities Institute, as well as the Institute of Directors.

A sports enthusiast, having represented Jersey at both football and golf, in 2013 Mr. Fraser was privileged to become the Captain of La Moye Golf Club until retirement from full-time financial services commitments. Always with a view to giving something back, he offered to lecture in financial services at the Jersey International Business School. During that time, he also promoted both Jersey and the Business School as a destination for local students wishing to complete their degrees on-Island, as well as to several pupils at UK and international schools.

In addition, Mr. Fraser was asked to become a Non-Executive Director for a local Charitable Trust, overseeing the investment of a large portfolio created to provide bursaries for bright but under-privileged students, to attend private schools in the Island. At the same time, he also joined the board of the Jersey Football Association and was instrumental in creating the very successful events surrounding the 100th Muratti celebrations in the Island in May 2016.

More recently, Mr. Fraser has studied and qualified as a Non-Executive Director with the Financial Times of London gaining the FT Non-Executive Directors Diploma (September, 2016).

Mr. David Greenwood

Originally from Lancashire, England, Mr. Greenwood was educated at Shrewsbury School in Shropshire.

In 1997, Mr. Greenwood started working in Financial Services as an administrator for a Manchester Insurance Broker, a role which would be the start of what is to date a 20-year career in Finance. Having held various Independent Financial Adviser roles, including serving as Managing Director of a small Insurance Broking Company, Mr. Greenwood joined HSBC Bank in 2005. This move would see him hold a number of senior roles based in HSBC Head Office in Canary Wharf, London.

In 2013, Mr. Greenwood took up a Risk Management role with HSBC Bank International in Jersey, resulting in his move to the Island with his family.

A key aspect of many of roles Mr. Greenwood has held has been responsibility for balancing Customer Experience and Commercial Strategy – doing so regularly requires

him to mediate views coming from differing perspectives, chairing meetings to ensure the ultimate outcome is balanced and fair. Until recently, he was Executive directly responsible for customer complaints, requiring him to be the final escalation point and making decisions based on consideration of both the Bank's perspective and customer perspective.

Mr. Greenwood is currently Head of International for HSBC Bank International, being responsible for the Company's strategic customer and deposit growth objectives.

Dr. Gwyn Llewelin

Dr. Llewelin was born in India and educated at Jones West Monmouth Grammar School, Pontypool, Gwent. He studied medicine in London at Guy's Hospital Medical School and obtained his degree from the University of London in 1965.

He subsequently held pre-registration resident appointments at Guy's and Lewisham Hospitals, and post-registration was a Senior House Officer in the Casualty Department at Lewisham Hospital.

A 12-month Assistantship in General Practice at Bow, East London followed, together with a Police Surgeon post with the Metropolitan Police Force. In 1967, Dr. Llewelin joined a large group in a General Practice Partnership in Gravesend, Kent. He also became a Deputy Police Surgeon for North Kent.

A move to Jersey came in 1976 when Dr. Llewelin joined a General Practice Partnership in St. Helier. In 1988, he was appointed Senior Clinical Medical Officer for the States of Jersey Public Health Department. He remained in this post until his retirement in 2002. During his employment as a Civil Servant, he served as President of the Jersey Civil Service Association between 1997 and 2002.

Since his retirement, Dr. Llewelin has also been active in voluntary service and charity work, namely in the following roles –

- Chairman – Cancer and Leukaemia in Childhood Trust, Jersey Branch, 1990–2005
- Member – States of Jersey Health and Safety at Work Appeal Tribunal 2002–2008
- Member – Foundation Committee Jersey Cheshire Home 2002–2012
- Member – States of Jersey Criminal Injuries Compensation Board 2008–2016.