

STATES OF JERSEY



STATES OF JERSEY COMPLAINTS PANEL: RE-APPOINTMENT OF MEMBERS

Lodged au Greffe on 14th February 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 re-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. Janice Eden
Mr. John Moulin.

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*

The Privileges and Procedures Committee is delighted that Mrs. Janice Eden and Mr. John Moulin, who have been members of the Panel since 2013, have kindly agreed to serve a further 5-year term in this honorary role.

As members are occasionally unavailable for hearings, or unable to participate due to a conflict, it has been considered desirable to advertise for additional members to increase the ‘pool’ of persons from whom Complaints Boards can be selected, and a selection process for additional members is in train and a further proposition will be brought forward by the Privileges and Procedures Committee in due course, recommending the appointment of some new additional members.

The Privileges and Procedures Committee wishes to place on record its gratitude to the 2 members who are stepping down after 3 years' service. Professor Ed Sallis, O.B.E. and Mrs. Claire Boscq-Scott have been active members of the Panel during their term of office and their service to the Island is much appreciated.

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

Mr. J. Moulin

Mr. Moulin retired from the Civil Service in 2009 following nearly 29 years of service. He was educated in Jersey at Trinity School and De La Salle College, and went on to obtain a City & Guilds of London qualification in Motor Vehicle Engineering Parts 1 & 2 with credit, and also an 'A' Level in Business Studies in 1990.

Mr. Moulin was employed as a Qualified Vehicle Mechanic/Engineer at St. Helier Garages, undertaking a 5-year apprenticeship. In 1972 he was appointed Workshop Foreman/Mechanic at Freelance Motors in Trinity and assisted in the transformation of a country garage to a leading franchise dealer.

In 1980, following training, Mr. Moulin was appointed as an Ambulance Technician with the States of Jersey Ambulance Service. In 1985 he was appointed as a Station Officer, and in 1987 was appointed Assistant Chief Ambulance Officer. Mr. Moulin oversaw the establishment of a new training and development department within the Ambulance Service and also established a Major Incident Response Team, and introduced a fixed training programme to ensure the Service remains in a constant state of readiness to react to any large or major incident that threatens the community's ability to function normally. In 1992 Mr. Moulin was appointed Chief Ambulance Officer, and remained in that post until his retirement in 2009.

During this time he was involved in a transformation of the Ambulance Service. In 2001 Mr. Moulin was awarded the Queen's Ambulance Service (Emergency Duties) Medal for Long Service and Good Conduct, and in 2002 he was awarded the Queen's Golden Jubilee Medal.

He also undertook the voluntary role of a member of the Jersey Civil Servants' Association in 1996, representing the interests and protecting employment rights of States Civil Servant employees at all levels, and in 2003 was appointed as President of the Association until 2009.

Mr. Moulin has continued his voluntary service as a Procureur in the Parish of Trinity, as a member of the Social Security Low Income Support Appeal Tribunal and the Medical Incapacity Appeal Tribunal, as well as being a member of the Family Nursing and Home Care Board.

Mrs. Janice Eden

Mrs. Eden attended Hove County Grammar School and went on to gain a Certificate in Couple Counselling at the University of East London (Relate) in 1961.

She continued her further education at Highlands College, gaining a City & Guilds Adult Education Certificate 704 Stage 1 in 2000; and in 1998 gaining Reiki 1, 11 and Master/Teacher qualifications. From 1995 to 1997, Mrs. Eden gained a Diploma in Counselling and Theory and a Certificate in Counselling and Theory. From 1997–2006 Mrs. Eden held membership with the International Stress Management Association and the British Association of Counselling.

While living in Jersey, Mrs. Eden has undertaken various voluntary work, visiting Uganda and Kenya, Costa Rica and Mauritius. She has also been heavily involved with associations and charities, including Survivors of Bereavement by Suicide, Jersey Association of Complimentary Therapists Committee, Jersey Hospital Car Service, Jersey Women’s Health Action Group and Relate; she was President of ’76 Tennis Club; a member of the Job Centre Management Committee; assisted in a voluntary position at the Citizen’s Advice Bureau; and was a Rape Crisis Counsellor at the Jersey Rape Crisis (now part of Victim support).

Mrs. Eden began her working career at Barclays Bank UK and took up many positions of responsibility, including teaching new recruits at the bank school. She has worked in other posts between 1970 and 1990, including breaks to raise her family. Mrs. Eden has undertaken many positions involving Stress Management, as well as Private Counselling Practice. Mrs. Eden is now owner/Manager of a Card Shop in St. Helier.