

Privileges and Procedures Committee

(35th Meeting)

21st May 2025

(Business conducted electronically)

Part A (Non-Exempt)

All members were present, with the exception of Deputies C. S. Alves of St. Helier Central, Vice Chair, L.K.F. Stephenson of St. Mary, St. Ouen and St. Peter and L.M.C. Doublet of St. Saviour.

Connétable K. Shenton-Stone of St. Martin, Chair
Connétable M.K. Jackson of St. Brelade
Deputy T.A. Coles of St. Helier South
Deputy S.M. Ahier of St. Helier North

In attendance –

K.M. Larbalestier, Principal Secretariat Officer, Specialist Secretariat

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

States of
Jersey
Complaints
Panel: Annual
report – 2024.

A1. The Committee received and considered the States of Jersey Complaints Panel Annual report for 2024, together with a draft foreword from the Chair of the Privileges and Procedures Committee.

The Committee noted that the Panel was dealing with 19 new cases and 6 historic cases from 2023. When it had become clear that the introduction of a Public Sector Ombudsman was unlikely prior to the next public election, the Panel had taken the opportunity to review service provision and revised guidance had been produced. Information on both the States Assembly and Government of Jersey websites had been refreshed and the States Greffe had received funding for caseworker support from the Government. Towards the latter part of 2024, the Panel had been revalidated by the Ombudsman Association as a Complaint Handler.

Having considered the report and foreword, the Committee approved the same and requested that the Greffier of the States make the necessary arrangements for the Annual Report to be presented to the States. In doing so, the Committee recalled that the work of the Panel was undertaken by members on a honorary basis and at no cost to the public purse. Members requested that the Committee's sincere thanks and appreciation for the work of the Panel be placed on record.