
STATES OF JERSEY



STATES OF JERSEY COMPLAINTS PANEL REPORT 2025

**Presented to the States on 20th April 2026
by the Privileges and Procedures Committee**

STATES GREFFE

STATES OF JERSEY COMPLAINTS PANEL

REPORT FOR 2025

FOREWORD BY THE CHAIR OF THE PRIVILEGES AND PROCEDURES COMMITTEE

The Privileges and Procedures Committee is delighted to present the 2025 Annual Report of the Complaints Panel.

As ever, Islanders should be very grateful to this group of volunteers who give of their time to consider administrative complaints in lieu of a Public Sector Ombudsman.

2025 was an extremely busy year, with 42 new cases being submitted (over double the number from 2024), and 142 enquiries being received. Of those 42 new cases, 14 related to complaints which fell outside of the Panel's current remit, reflecting an increase in Departments signposting the Panel as a means of recourse. It should be noted that 2 hearings were convened in 2025, whilst the majority of cases were resolved informally, which not only highlights that public administration is generally handled well in Jersey, but also that the Complaints Panel is objective and only escalates matters to a hearing when it considers this to be justified.

The members of the Panel in 2025 were –

Mr. Geoffrey Crill (Chair)
Mr. Stuart Catchpole, K.C. (Deputy Chair)
Mr. Andrew Hunter (Deputy Chair)
Mrs. Christine Blackwood
Ms. Penny Chapman
Ms. Tina Chatterley
Ms. Sue Cuming
Mr. Gavin Fraser
Ms. Kerry Leadbetter
Mr. Damian Warman (retired October 2025)

Ms. Aneesa Ahmed
Ms. Carola Breusch
Mr. Peter Colback
Ms. Sue Harvey
Mr. Gary Martin
Ms. Jacquelyn Marsh
Ms. Susana Rowles
Ms. Jackie Videgrain
Ms. Claire White
Mr. Pawel Zalewski

The Privileges and Procedures Committee would like to place on record its sincere thanks to the Chair, Deputy Chairs and all of the members of the Panel for the work they have undertaken during 2025.

Deputy Steve Ahier
Chair of the Privileges and Procedures Committee

STATES OF JERSEY COMPLAINTS PANEL REPORT FOR 2025

Foreword by Mr. Geoffrey Crill, Chair of the States Complaints Panel

In presenting the States Complaints Panel's report for 2025, may I first extend my thanks to all the members of the Panel and to the Deputy Chairs for their enthusiasm, diligence and professionalism. With some 20 members of the Panel, individuals are called upon relatively infrequently but whenever they are, they respond with an urgency, clearness of thought and open-mindedness that maintains the credibility and respect for the Complaints Panel process in the eyes of the members of the public who have had recourse to it.

I would also like to express my appreciation and gratitude to the Greffier and her staff who have administered the complaints process. The additional resources made available this year have ensured a consistently reliable support both to complainants and to the Panel and the continued improvement of the service for the people of Jersey. They have been unfailing in their patience, their assistance to complainants in formulating their complaints and explaining the Panel's position clearly and compassionately even (perhaps particularly) when a complaint has fallen outside the scope of the Panel's jurisdiction.

The Panel's latest report coincides with a report (R.50/2026) presented to the States Assembly by Deputy M.R. Scott of St. Brelade, in support of the appointment of a public services Ombudsman. The presentation of this report serves to highlight the extremely difficult environment in which the Complaints Panel has had to work for the last eight years, since an in-principle decision to create an Ombudsman to replace the Complaints Panel was passed by the States Assembly. Since that time, the Panel has been expecting its imminent demise whether following one Chief Minister promising the establishment of an Ombudsman within 100 days of her taking office, or when the current Chief Minister informed the Assembly that he had instructed Deputy Scott to produce a cost benefit analysis of the appointment of an Ombudsman and that that report would be available in the middle of 2025. It was also very disappointing that in 2025, the Panel were criticised in the media by a Minister and a Chief Officer and there was no Ministerial representation at a Hearing as a consequence, which further undermined the work of the Panel.

The appearance of Deputy Scott's report some eight or nine months after it was expected has done nothing to move the discussion on from where it was eight years ago. Neither the current Assembly nor the new Assembly post-election can have any picture of what an Ombudsman service would look like, what its remit would be, what its powers would be, to whom it would be accountable and, perhaps most importantly, what it would cost the taxpayer. To be in the same position eight years on from when the States first passed its resolution is simply poor.

The Panel has consistently maintained that it is a matter for the States Assembly as to whether or not it wants an Ombudsman, a Complaints Panel or some other form of non-judicial oversight of government administration. The Panel would simply expect that the States Assembly will need to be convinced that whatever is proposed is an improvement on the present service. To date, the Panel has seen no evidence as to how an Ombudsman service would provide a better service than the Complaints Panel can provide.

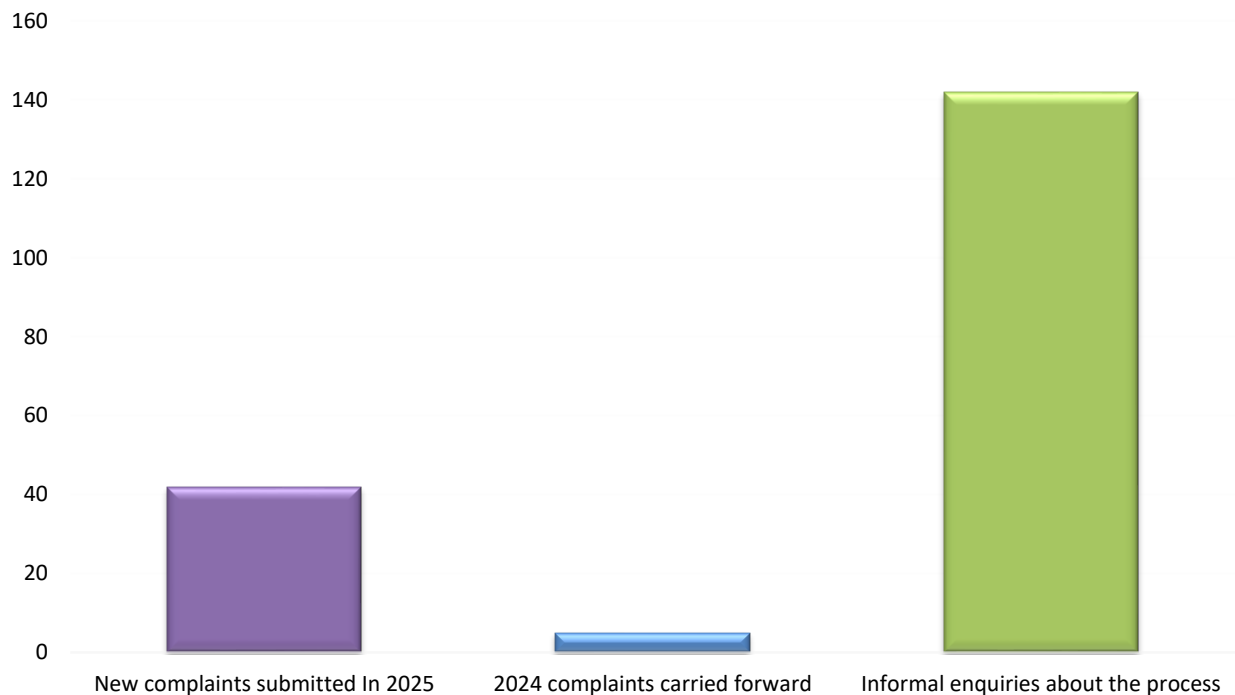
The Panel is in no doubt that the Administrative Decisions (Review) (Jersey) Law 1982 by which it is governed, can be and should be improved. The Panel is likewise certain that its service and procedures under a reformed Law can also be improved. The Panel has at no time in the last eight years been invited by government to suggest how the Law and its own processes could be improved, presumably because its replacement by an Ombudsman was and remains a foregone conclusion. As already mentioned, the Panel does not consider Deputy Scott's report assists in understanding what an Ombudsman service will look like; what is clear from her report is the considerable amount of detailed work that remains to be done before a proposition for the creation of an Ombudsman service can be brought to the States Assembly for consideration.

In order to assist the new Assembly, the Panel will prepare for submission to the Privileges and Procedures Committee following the election, setting out its proposals in principle for the amendment of the 1982 Law and a detailed description of its processes for the future. The States will then at least have some clear proposals on which it can make a rather more informed decision and provide the Jersey public with a public service complaints system in which it can have continued confidence.

Geoffrey Crill
Chair, States of Jersey Complaints Panel

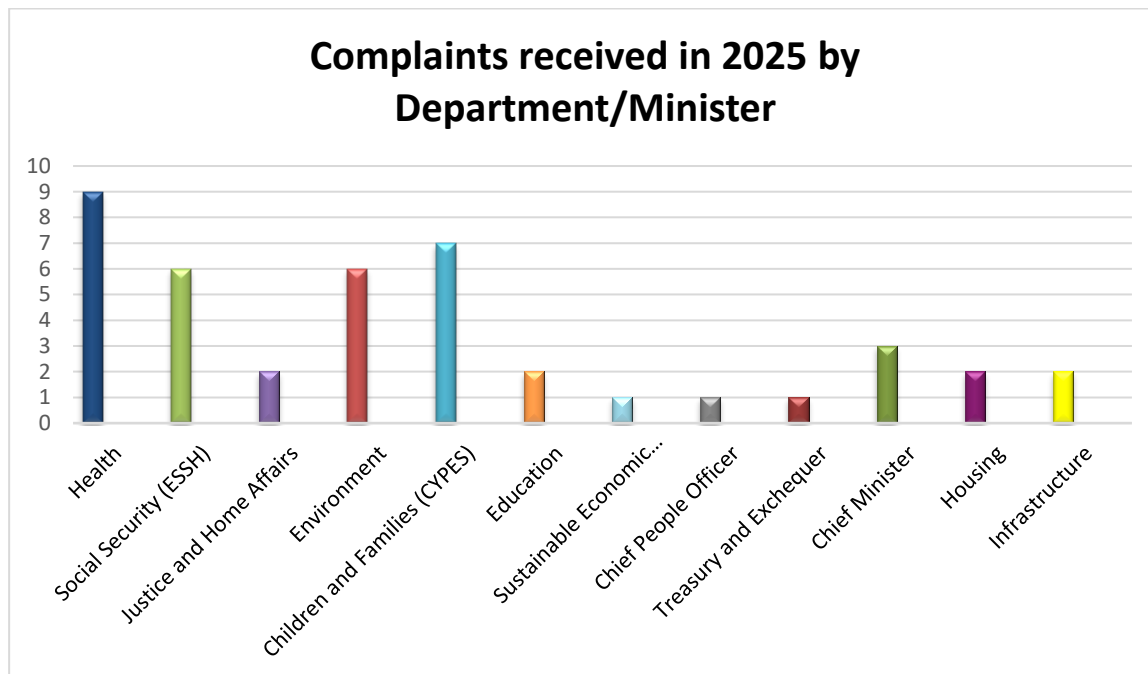
2025 IN SUMMARY

Complaints dealt with in 2025



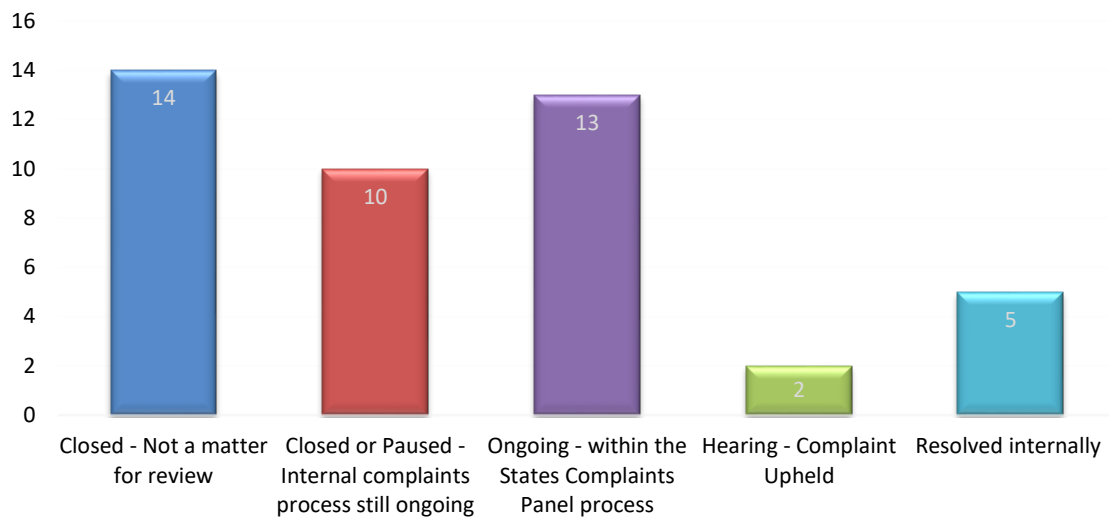
A new complaint is one where the Complainant has made a formal submission.

- The Panel received 42 new complaints in 2025.
- 5 cases were carried forward from 2024.
- There were also 142 cases where individuals approached the Panel for advice and guidance about their complaints. Often at this stage, it is clear that the complaint is a matter which falls outside of the Panel's remit. In such cases, we will make every effort to signpost which Body is better placed to deal with the complaint and provide contact details for the Complainant.



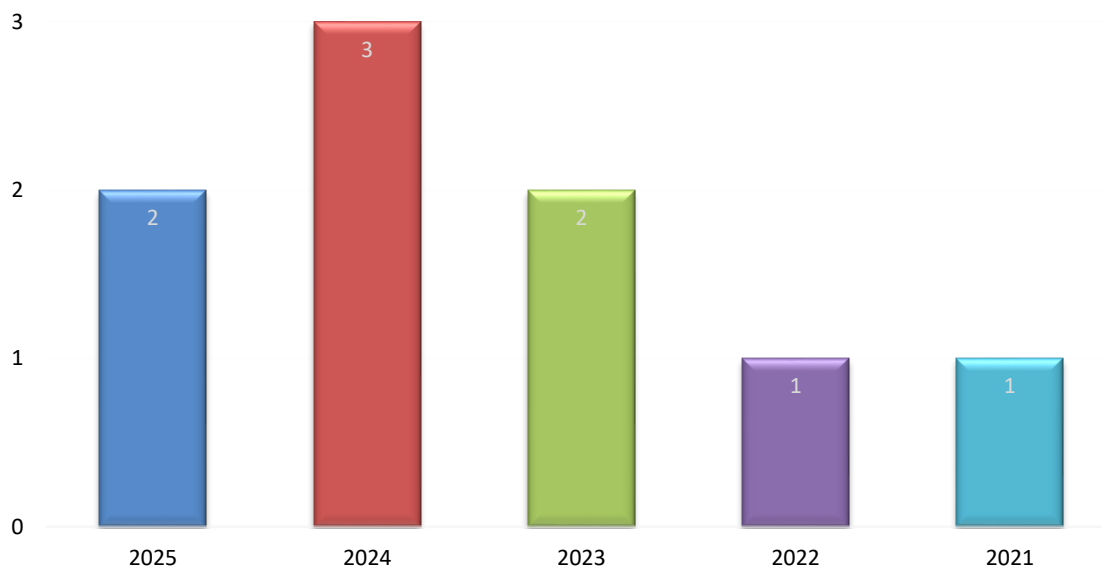
- The subject matters of the complaints received in 2025 were varied. Many related to specific incidents where the Complainants considered that the service they received had not been adequate or that there had been gaps in that service provision. Details of the individual cases are provided later in this Report.
- In every case, details of the complaint were sent to the Department and Minister concerned and a request was made for a summary within 3 weeks, outlining the Department's perspective. The documents were then forwarded to the Chair of the Panel in the first instance, along with two other Members of the Panel, to determine whether the matter justified further review or intervention. Although each case was considered in this way, the final decision remained solely with the Chair.
- Where the Chair determined that the case did not fall within the Panel's jurisdiction or did not warrant further investigation, the Complainant was offered the opportunity to seek a review by the 2 Deputy Chairs.
- Whilst in 2025 they concurred with the Chair's opinion in all the cases referred to them, there were instances where there was not been the case, and the matter was the subject of a Hearing.
- The Panel considers that this process provides the Complainant with an appeal route and ensures that the system is fair and objective.

Complaint Outcomes 2025 (Including those carried forward)



- Some Complainants become frustrated with delays in the internal Customer Feedback system and choose to contact the Panel before their complaint has been reviewed at every part of the Government's 3 Stage internal complaints process.
- In most instances the complaint will be logged by the Panel. It will then be paused until Stage 3 has concluded, at which point, if the Complainant remains dissatisfied, they are able to revive their Panel complaint.
- However, there are some occasions where the Panel intervenes earlier, perhaps because the matter is time critical, or there have been long delays in bringing Stage 3 to a conclusion.
- Each case is dealt with on its own merit.

Hearings held - annual comparison



- There were 2 Hearings during 2025 (1 fewer than in 2024) and both complaints were upheld.
- A Hearing is where a case is considered by a Board made up of the Chair (or a Deputy Chair) and two other Panel members.
- A Hearing is usually held in public within the States Building, but Complainants can ask for it to be held in private. The Report arising from the Hearing can also be anonymised.
- The Complainant may invite others to attend the Hearing to support them or speak on their behalf. At the Hearing, both parties can outline the details of the complaint and ask questions of each side. Members of the Board will also ask any questions they may have arisen from what has been submitted or said.
- When the Hearing closes, the Board will consider its findings in private and then will produce a report giving an overview of the facts and allegations relating to the complaint and this will be sent to all the parties for fact checking.
- The final report, complete with findings and any recommendations, will then be made public and presented to the States Assembly. Both parties are sent an advance copy of the report. The relevant Minister is then required to respond to the report in the States Assembly within a stipulated period and make a statement in the Chamber and respond to any questions Members might have. If the Board is not satisfied that the Minister or Department has properly considered or implemented the findings, it may reconvene and publish an additional report.

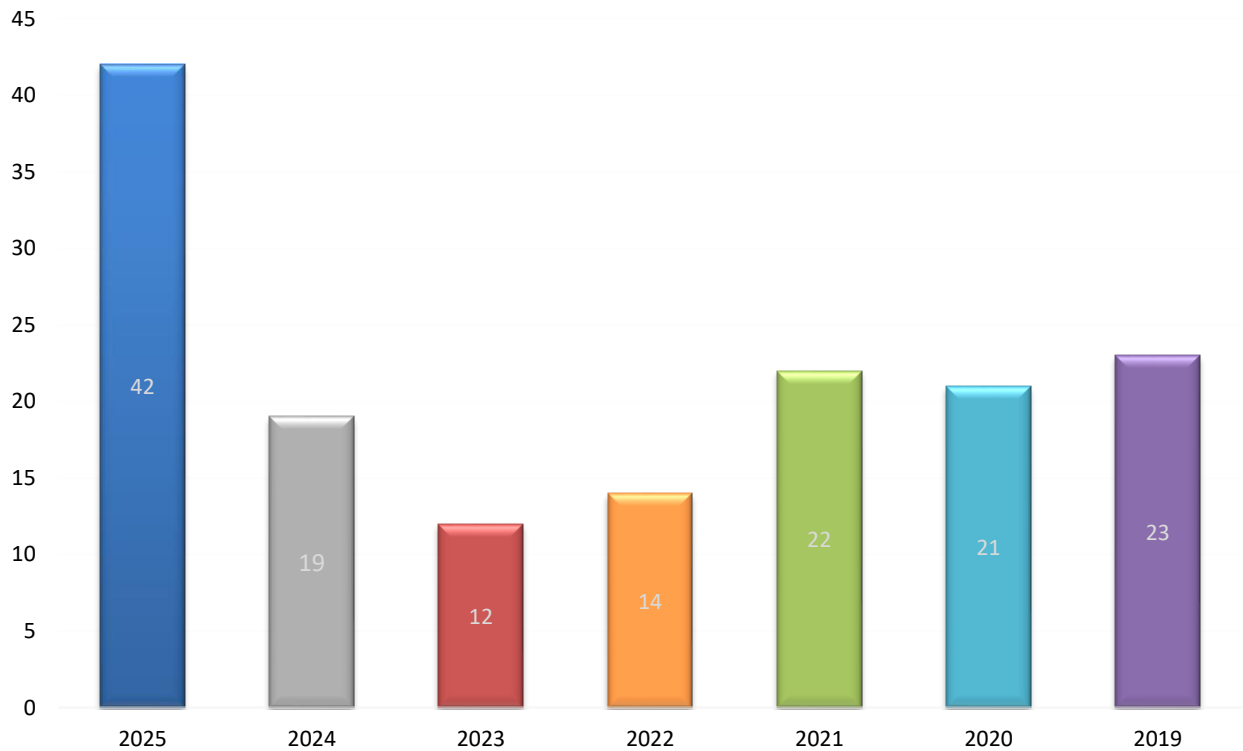
Complaint against the Minister for the Environment and the Infrastructure and Environment Department regarding their response to a complaint and subsequent investigations conducted [R.101/2025](#).

Recommendations	Key themes	Complaint upheld under Administrative Decisions (Review) Jersey Law 1982
For the Court to determine whether a nuisance has occurred in the event that the alleged culprit wishes to appeal against the service of an abatement notice by the Minister. When considering compliance notices and extended timeframes for implementation, the Department should give equal consideration to those impacted by the lack of compliance as they do to the practical implications for the company or property owner concerned. Declarations of possible conflict of interests should be fully considered at Stage 3 complaint responses. A standardised approach to redaction should be published by the Department.	Lengthy delays. Poor communication. Feelings from Complainant that the department had prioritised the company over the Complainant and neighbours. Lack of consistency in redaction processes.	The Board upheld the complaint in accordance with Article 9(2)(a) -(e) of the Administrative Decisions (Review) (Jersey) Law 1982. It determined that – 1. In applying Article 9(2)(a), the Board reasoned that the existing Statutory Nuisances (Jersey) Law 1999 was weak and did not provide adequate thresholds by which complaints could be measured; 2. In applying Article 9(2)(b), the Board considered that the application of the ‘sniff test’ threshold was unjust, as it placed an unreasonable burden of proof on the Complainants; 3. In applying Article 9(2)(c), the Board found that the Law had been misinterpreted; 4. In applying Article 9(2)(d), the Board found the delays in bringing forward the abatement notice for the noise and any action in relation to the odours had been unreasonable; and 5. In applying Article 9(2)(e), the Board considered that the Company’s interests had been prioritised to the detriment of its neighbours.

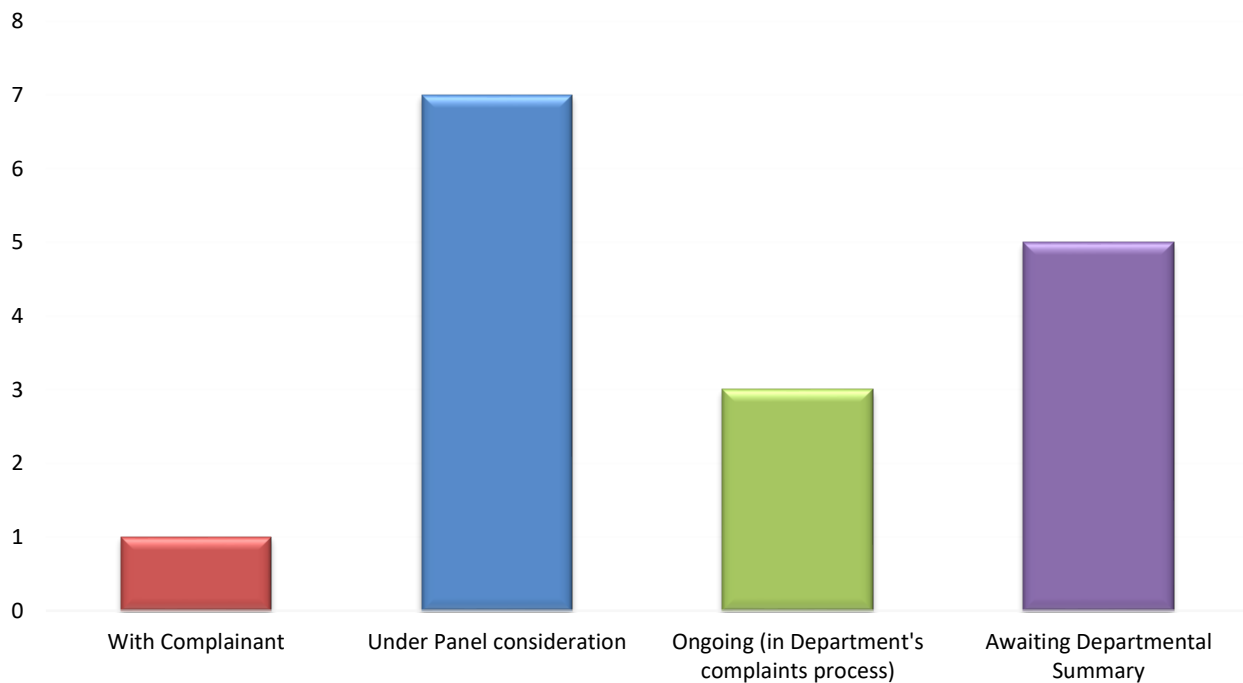
Complaint against the Minister for the Environment regarding a decision of the Environment Department not to issue an abatement notice in accordance with the statutory nuisances (Jersey) Law 1999
[R.131/2025](#)

Recommendations	Key themes	Complaint upheld under Administrative Decisions (Review) Jersey Law 1982
The creation of a statutory nuisance questionnaire for completion in any investigation of a complaint under the 1999 Law. Review of the Statutory Nuisances (Jersey) Law 1999 and a clear procedure for investigation of complaints should be established and published. The consideration of conflicts of interests to ensure that officers who are complained of do not play an active role in the case until it had been fully resolved. The Minister to review the case, processes and procedures and seek external expert advice, where appropriate.	Inconsistent communication. Lack of explanation of processes leading to inability to meet expectations. Concerns that the implementation of the Law fell short of providing adequate protection to the public. Conflict of interest with officers complained of being involved within investigations of the complaint. Alleged lack of investigation of the complaint. Insufficient reviews.	The Board decided to uphold Ms. Le Cornu's complaint on the grounds of (a), (d) and (e) of the Administrative Decisions (Review) Jersey Law 1982. It determined that – 1. In applying Article 9 (2)(a), the Board considered that the Department was misdirected in relation to its obligations under the 1999 Law; 2. In applying Article 9 (2)(d), the Board reasoned that the Department had not adequately investigated the source of the issue or sought expert advice in relation to measuring the resonance; and, 3. In applying Article 9 (2)(e), the Board reasoned that the Department has been dismissed of the Complainant's concerns and discounted the evidence presented.

New complaints - annual comparison



Status of Ongoing Complaints Carried Forward into 2026



SECTION 1 – 2025 COMPLAINTS and CASE SUMMARIES

- **42 NEW COMPLAINTS WERE SUBMITTED IN 2025.**

(1) 1386.2.19 (47)

Complaint against the Minister for Health and Care Jersey by Ms. X regarding the response to a complaint raised against Jersey Talking Therapies.

A statement of complaint was received on 19th February 2025.

The complaint related to alleged administrative failings involving Jersey Talking Therapies when dealing with a complaint raised internally about the Service.

Having investigated the matter further, the Minister for Health and Social Services advised that the Complainant had not yet exhausted the Department's internal complaints process in accordance with the Customer Feedback policy. It was requested that the Complainant contact the Feedback Team in order to initiate Stage 3.

This course of action was relayed to the Complainant who endeavoured to work within the internal process to raise the complaint. The Complainant was made aware that, should they complete this process and still be unhappy with the outcome, they were able to contact the Panel to review the matter further.

No further response was received in relation to this matter, and as such, the case was closed with the Panel.

Status as at 31.12.2025:

CLOSED – MATTER RESOLVED

(2) 1386.2.1.7 (37)

Complaint against the Minister for Social Security by Mr. X regarding Income Support payments and the alleged treatment of the Complainant by the Department.

A statement of complaint was received on 10th January 2025.

The complaint related to a long-standing issue of alleged mis payments by the Department and further confusion over entitlements.

Upon further investigation, the Minister for Social Security confirmed that the Complainant had not yet raised the complaint internally with the Department. This was relayed to the Complainant, and he was helped to raise the complaint internally.

Having completed the internal feedback process, the Complainant asked that the matter be reviewed by the Panel.

In May 2025, a Ministerial response was received and considered by the Panel.

Overall, the Panel determined that this was not an appropriate case for a Hearing by a Board. However, the Panel did acknowledge confusion surrounding the often-complicated

benefits system. The Panel wrote to the Department to suggest that the system be reviewed, and additional support provided to clients. The Minister replied thanking the Panel for their comments and outlining the policy and procedures and noted a series of adjustments were already in place with further improvements scheduled throughout the year.

Having received the Chair's determination, the Complainant requested that this matter be reviewed by the Deputy Chairs. The Deputy Chairs both agreed with the Chair's view and the matter was closed in August 2025.

Status as at 31.12.2025:
CLOSED – NOT A MATTER FOR A BOARD

(3) 1386.2.1.11 (13)

Complaint against the Minister for Justice and Home Affairs by Mr. X regarding the request for the disclosure of information.

A statement of complaint was received on 13th January 2025.

The complaint related to the lack of receipt of information following a disclosure of information request on 2nd May 2024.

The Minister for Justice and Home Affairs responded on 21st January 2025 to advise that the internal complaints procedure had not been completed, however the documents were expected to be released imminently.

The Complainant was advised of this and the matter was closed.

Status as at 31.12.2025:
CLOSED – MATTER RESOLVED

(4) 1386.2.1.2 (357)

Complaint against the Minister for the Environment by Ms. X regarding the alleged failures in dealing with a complaint.

A statement of complaint was received on 14th January 2025.

The complaint related to a resonance phenomenon experienced at a residential property in St. Helier and the investigations conducted by the Environment Department upon the Complainant raising this issue.

A Ministerial response was received on 10th February 2025 and considered by the Panel. Having discussed the matter further, the Panel asked whether the Complainant would consider reframing their complaint to create a broader complaint about public administration rather than the behaviour of specific officers, which was not in the remit of the Panel. The Complainant agreed and the complaint was reframed to the 'unreasonable failure to issue an abatement notice' by the Department.

A further response was sourced from the Complainant and Minister in relation to the reframed complaint. The Chair determined that a Board Hearing was required.

A Hearing was held on 31st July 2025 and attended by the Complainant and supporters. The Minister and representatives from the Department chose not to attend.

Following the Hearing, the Board determined that the complaint was upheld on the grounds of Article 9 (a), (d) and (e) of the Administrative Decisions (Review) (Jersey) Law 1982 (see Annex). A series of recommendations were outlined to the Minister under R.131/2025 which was presented to the States Assembly on 1st September 2025.

A Ministerial response to this report was presented to the States Assembly on 20th November 2025, by the Minister for the Environment.

Feedback from the Complainant – “*Could I ask you to convey my heartfelt thanks to the Complaints Board for reaching their conclusions in my complaint in such a short time. It must have taken a lot of work, and I very much appreciate not having to wait the expected further four weeks...This will get me closer to achieving a proper resolution.*”

Status as at 31.12.2025:

CLOSED – HEARING HELD AND COMPLAINT UPHELD

(5) 1386.2.1.2 (358)

Complaint against the Minister for the Environment by Ms. X, regarding the Environment Department’s response to a complaint and subsequent investigations conducted.

A statement of complaint was received on 22nd January 2025.

The complaint related to the Department’s handling of retrospective planning applications in respect of a company operating in St. Lawrence and the consideration of statutory nuisance complaints.

Following the receipt of the Minister’s response to the case, this matter was sent to the Panel for their consideration. The Chair determined that this matter required a Hearing by a Board.

The Hearing took place on 2nd May 2025, with the Complainant and representatives from the Department in attendance.

Following the Hearing, the Board determined that the complaint was upheld on the grounds of Article 9 (2)(a), (b), (c), (d) and (e) of the Administrative Decisions (Review) (Jersey) 1982. A series of recommendations were outlined to the Minister under R.101/2025, which was presented to the States Assembly on 26th June 2025.

A Ministerial response to this report was presented to the States Assembly on 2nd September 2025 by the Minister for the Environment.

Status as at 31.12.2025:

CLOSED – HEARING HELD AND COMPLAINT UPHELD

(6) 1386.2.1.7 (38)

Complaint against the Minister for Social Security by Mr. X regarding annual miscalculations and ongoing maladministration.

A statement of complaint was received on 4th February 2025.

The complaint related to the Employment, Social Security and Housing Department's alleged miscalculation of payments on an annual basis, despite concerns raised by the Complainant each year.

A response to the complaint was received from the Minister for Social Security on 12th February, which advised that an ongoing complaint was already open with the Treasury and Exchequer Department. As the investigation was in its infancy, the Complainant was informed and the matter paused until a response was received.

On 17th February 2025, the Panel was advised that the matter had been resolved internally and the Complainant confirmed that they wished to withdraw their complaint.

Feedback from the Complainant - "Thank you very much for all your help through the last few weeks. I certainly slept better this time round."

Status as at 31.12.2025:

CLOSED – MATTER RESOLVED

(7) 1386.2.1.3 (39)

Complaint against the Minister for Children and Families by Mr. X regarding an investigation conducted by the Children, Young People, Education and Skills (CYPES) Department and subsequent handling of a complaint.

A statement of complaint was received on 6th February 2025.

The complaint related to the investigation and findings by an independent body of complaints raised by the Complainant.

A response was received from the Minister for Children and Families on 28th February 2025.

Upon reviewing the complaint, the Panel requested further information from the Department relating to the terms of reference for the review and any reports produced. Having received this further information, the Chair considered the case in detail and determined that this was not a matter for consideration by a Board.

The Complainant requested a review by the Deputy Chairs under the appeals process. Having reviewed the case the Deputy Chairs determined that they agreed with the Chair's determination that this was not an appropriate case for review by a Board.

It should be noted that this case was considered in conjunction with Case No. (9) 1386.2.1.3 (38).

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(8) 1386.2.1.9 (48)

Complaint against the Minister for Health and Social Services by Ms. X regarding the handling of a complaint following a data breach.

A statement of complaint was received on 12th March 2025.

The complaint related to the alleged cyclical nature of the Government of Jersey's complaints process which was argued as not fit for purpose. The complaint also concerned an apparent data breach by the Department.

A response was received from the Minister for Health and Social Services on 4th April 2025, which noted that the Stage 3 complaints process had not yet been exhausted. A further meeting with the Complainant had been offered by the Department to progress the complaint.

Having progressed the complaint internally with the Department, the Complainant contacted the States Complaints panel to ask that the matter be revived and reviewed.

A further summary was received from the Department on 7th August 2025, which following a further response was required from the Chief People Officer before the matter was sent to the States Complaints Panel for their consideration.

On 30th September 2025, the Complainant was informed that the Chair had determined that this was not an appropriate matter for consideration by a Board and the Complainant was offered one month in which to request a review of the decision by the Deputy Chairs.

No further response was received by the Complainant, and the matter was closed in December 2025.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(9) 1386.2.1.3 (38)

Complaint against the Minister for Education and Lifelong Learning by Mr. X regarding the investigation of a safeguarding incident.

A statement of complaint was received on 21st March 2025.

The complaint related to an incident at a school, the investigation of such and the deletion of CCTV footage in relation to the event.

A response was received from the Minister for Education and Lifelong Learning on 11th April 2025. A further letter was sent to the Minister requesting clarification of the investigation and the policies in place.

Having considered the documents provided, the Chair determined that this was not an appropriate case for a Hearing by a Board. Upon receiving this notification, the Complainant requested that the matter be sent to the Deputy Chairs for review.

The Deputy Chairs agreed with the views of the Chair, the Complainant was informed and the matter was closed.

It should be noted that this case was considered in conjunction with Case No. (7) 1386.2.1.3 (39)

Status as at 31.12.2025:
CLOSED – NOT A MATTER FOR A BOARD

(10) 1386.2.1.9 (49)

Complaint against the Minister for Health and Social Services by Mr. X regarding the alleged lack of response to a formal request of a fee uplift.

A statement of complaint was received on 17th April 2025.

The complaint related to a lack of response by the Health Department to a notification that fees were to be uplifted by an external provider.

A response from the Minister for Health and Social Services was received on 20th May 2025. It was advised that the matter had been raised with senior staff for resolution, an apology had been issued, and the matter was due to be concluded imminently.

On 3rd July 2025, the Complainant informed the Panel that the complaint had been reviewed, and the matter resolved. As such, the matter was closed.

From the Complainant – “We have had a meeting with Government of Jersey this week, which was productive, and this wouldn’t have been possible without your assistance”.

Status as at 31.12.2025:
CLOSED – MATTER RESOLVED

(11) 1386.2.1.2 (359)

Complaint against the Minister for the Environment by Mr and Mrs. X regarding the alleged lack of actions by the Planning Department in relation to a planning application.

A statement of complaint was received on 13th May 2025.

The complaint related to a long-standing issue regarding a planning application by a neighbour which the Complainant alleged was not dealt with sufficiently by the Department.

A response was received from the Minister for the Environment on 5th June 2025, which outlined that this matter was still at Stage 2 of the internal complaints process.

Having been advised of this, the Complainant argued that, due to the long-standing nature of this matter, the complaint should be raised to the Panel despite the internal process having not concluded.

In response to this further information, the caseworker wrote to the Minister to request this complaint be expedited to Stage 3. Should the Complainant find that they were still experiencing delays or were not content with the resolution of the case, they were welcome to contact the Panel again.

No further response was received from the Complainant, and the matter was closed.

Status as at 31.12.2025:

CLOSED – MATTER RAISED INTERNALLY

(12) 1386.2.1.24 (1)

Complaint against the Minister for Sustainable Economic Development by Mr. X regarding actions taken by the Jersey Office of the Information Commissioner (JOIC) when investigating a complaint.

(13) 1386.2.1.2. (36)

Complaint against the Chief People Officer by Mr. X regarding the whistleblowing procedure and associated actions.

Please note that these cases were considered together.

A statement of complaint was received on 27th May 2025.

The complaint related to the actions of the Government when informed of an incorporated company terminating the employment of a worker, due to whistleblowing allegations. The complaint also related to the actions of the JOIC when investigating this complaint. Following further meetings with the Complainant, it was determined that this matter would be presented to both the Minister for Economic Development (in relation to his association with the JOIC) and the Chief People Officer, who oversees the Government of Jersey's whistleblowing procedure.

On 7th July 2025, a response was received from the Minister for Sustainable Economic Development, which outlined that this matter did not fall under the jurisdiction of the Minister, as he did not oversee the complaints process for the JOIC.

The Chief People Officer advised that this complaint was not within their jurisdiction, due to the fact that the whistleblower was not a Government of Jersey employee. The matter was subsequently addressed to the Chief Internal Auditor, to whom, at that time any whistleblower matter had to be referred.

On 25th July 2025, the Chief Internal Auditor advised that this case also did not fall under their remit as the whistleblowing procedure only related to States employees.

Considering the foregoing, it was suggested that the Complainant raise the matter with the Minister for Sustainable Economic Development who had previously indicated a willingness to meet with the Complainant.

Further guidance was provided to the Complainant, however in view of the information received, and confirmation from the Chair of the States Complaints Panel, that this matter did not fall under the remit of the Panel, the case was closed.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(14) 1386.2.1.2 (37)

Complaint against the Minister for Treasury and Exchequer by Ms. X regarding the mismanagement of rental invoice payments.

A statement of complaint was received on 24th June 2025.

The complaint related to the alleged unacceptable handling of rental payments associated with key worker accommodation between July 2023 and February 2024.

A response was received from the Minister for Treasury and Resources on 11th July 2025, which noted that the complaint had been fully investigated, and an apology issued to the Complainant.

Upon confirmation from the Complainant that they were satisfied with the conclusion, the matter was closed.

Status as at 31.12.2025:
CLOSED – MATTER RESOLVED

(15) 2025.1.7

Complaint against the Chief Minister by Ms. X regarding the lack of response to a complaint.

A statement of complaint was received on 23rd June 2025.

The matter related to a complaint raised on 22nd May 2025 regarding disturbances at a private residence by care workers.

A response was received from the Chief Minister on 7th July 2025 which outlined that the matter was still being dealt with via the internal complaints process, and therefore the case was paused.

Status as at 31.12.2025:
PAUSED – INTERNAL COMPLAINTS PROCESS STILL ONGOING

(16) 2025.06.49

Complaint against the Minister for Health and Social Services by Ms. X regarding therapeutic services provided by the Psychological Assessment Therapy Service (PATS).

A statement of complaint was received on 4th June 2025.

The complaint related to the handling of a complaint and the discontinuation of therapeutic services provided by PATS. After collecting evidence, a letter was sent to the Minister for Health and Social Services on 21st July 2025 regarding this matter.

A response was received from the Minister of 14th August 2025, which outlined that the matter remained under investigation at Stage 3 of the Government of Jersey complaints process. On 15th August 2025, the Complainant was informed that the complaint would be paused until that internal process had been concluded. The Complainant advised on 19th September 2025 that she had attended a meeting and received an apology regarding this matter.

Status as at 31.12.2025:
CLOSED – MATTER RESOLVED

(17) 2025.2.40**Complaint against the Minister for Children and Families by Mr. X regarding Children's Social Care Services and ongoing Safeguarding failures.**

A statement of complaint was received on 8th July 2025.

The complaint related to residence arrangements for Mr. X's child and the actions of the Department. After collecting evidence, a letter was sent to the Minister for Children and Families on 22nd July 2025. A Stage 3 response was received by Mr. X on 5th September 2025. The Minister for Children and Families submitted a response on 2nd October 2025, which outlined the original response to the complaint and how the subsequent escalation to Stage 3 had been handled by the Department.

The submission was considered by the Panel on 3rd October 2025, and the Chair determined that this was not a matter for a hearing by a Board.

Upon receiving this response, the Complainant requested that the matter be raised with the Deputy Chairs as part of the Complaints appeal process.

Status as at 31.12.2025:**ONGOING - UNDER CONSIDERATION BY THE DEPUTY CHAIRS**

(18) 2025.11.39**Complaint against the Minister for Social Security by Mr. X regarding the handling of a client's records and payments.**

A statement of complaint was received on 24th July 2025.

The complaint related to alleged maladministrative actions by the Department including mispayments and the handling of a client's records.

On 19th August 2025, the Minister for Social Security advised that this matter had not yet gone through the internal complaints stages. As such, a member of the Department would contact the Complainant, and reasonable adjustments would be offered that suited the individual.

On 15th September 2025, the Complainant advised that they had tried to progress with an internal review. However, they were not content with the process. As such the matter was raised with the Panel who wrote to the Minister requesting a summary.

The submission was considered by the Panel and the Chair determined that this was not a matter for a Hearing by a Board.

Upon receiving this response, the Complainant requested that the matter be raised with the Deputy Chairs as part of the Complaints appeal process.

Status as at 31.12.2025:**ONGOING - UNDER CONSIDERATION BY THE DEPUTY CHAIRS**

(19) 2025.06.50

Complaint against the Minister for Health and Social Services by Mr. X regarding the Pharmacy Department at Jersey General Hospital.

A statement of complaint was received on 4th August 2025.

The complaint related to a delay dispensing medication by the hospital pharmacy and the way in which the complainant was allegedly treated following the submission of a complaint.

A response from the Minister for Health and Social Services was received on 1st September 2025, which noted that the complaint had not yet concluded Stage One of the internal complaints process.

The Complainant was informed of this and endeavoured to complete the internal process, noting that they were able to contact the Panel again should they require further assistance.

Status as at 31.12.2025:

CLOSED – MATTER RAISED INTERNALLY

(20) 2025.11.40

Complaint against the Minister for Social Security by Mr X regarding alleged mishandling of Long-Term Incapacity Allowance (LTIA) claims.

A statement of complaint was received on 4th August 2025.

The complaint related to alleged mishandling of payment claims, amongst other matters.

A response was received from the Minister for Social Security on 28th August 2025.

Having considered the matter further, the Chair of the States Complaints Panel determined that this was not an appropriate matter for consideration by a Board.

The Complainant requested that this determination be sent to the Deputy Chairs for review. The Deputy Chairs agreed with the Chair's decision and the matter was subsequently closed.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(21) 2025.06.51

Complaint against the Minister for Health and Social Services by Mr. X regarding a miscommunication of transportation payments when the Complainant attended a referred medical consultation off-Island.

A statement of complaint was received on 13th August 2025.

The complaint related to an off-Island hospital appointment organised by the Department, for which the Complainant alleged they had been required to pay for certain travel expenses.

A response was received from the Minister for Health and Social Services on 28th August 2025, which noted that an apology had been issued, and a payment arranged to reimburse the Complainant.

This was reiterated to the Complainant and the matter closed.

Status as at 31.12.2025:
CLOSED – MATTER RESOLVED

(22) 2025.08.22

Complaint against the Minister for Children and Families by Mr. X regarding the Children's Social Care Services.

A statement of complaint was received on 5th August 2025.

The complaint related to the welfare of Mr. X's 2 children, how the terms of their care plan were being met, and Mr X's working relationship with their social worker.

A letter was sent to the Minister for Children and Families regarding this matter on 22nd August 2025. A response was received on 3rd September 2025, advising that Mr. X had not gone through all 3 stages of the Government's internal complaints process.

The Complainant was informed of this on 3rd September 2025, but no response was received since. Subsequently, the case has been closed due to a lack of correspondence from the Complainant but can be re-opened should he decide to get back in touch.

Status as at 31.12.2025:
CLOSED – INTERNAL COMPLAINTS PROCESS STILL ONGOING

(23) 2025.11.41

Complaint against the Minister for Social Security by Ms. X regarding the handling of payments.

A statement of complaint was received on 28th August 2025.

The complaint related to an alleged reduction in benefit payments without any justification on this matter being provided.

A response was received from the Minister for Social Security on 19th September 2025.

On 8th October 2025, the Complainant was informed that the Chair had determined that this matter was not an appropriate case for a Hearing by a Board.

The Complainant requested that this matter be considered by the Deputy Chairs as part of the review process.

Status as at 31.12.2025:
ONGOING – MATTER WITH DEPUTY CHAIRS

(24) 2025.11.42

Complaint against the Minister for Social Security by Ms. X, regarding the alleged failure to provide financial security to the Complainant.

A statement of complaint was received on 29th August 2025.

The complaint related to the alleged withdrawal of necessary Income Support payments.

A response provided by the Minister for Social Security confirmed that the complaint was still in progress and had not yet completed all stages of the Government of Jersey feedback process. The Complainant was advised of this accordingly.

No further response was received by the States Complaints Panel and the matter was closed.

**Status of complaint as at 31.12.2025:
CLOSED – MATTER RAISED INTERNALLY**

(25) 2025.6.51

Complaint against the Minister for Health and Social Services by Ms. X regarding alleged failings by Adult Mental Health Services.

A statement of complaint was received on 29th August 2025.

The complaint related to a long-standing issue with Jersey's Adult Mental Health Service and allegations of repeated misdiagnoses and safeguarding breaches.

The Department confirmed that it had investigated this matter and that the complaint fell outside the 12-month Government of Jersey timeframe. Despite this, the Department assured the Panel that it was carrying out a full investigation into the concerns raised, and a response would be sent to the Complainant in due course.

This was communicated to the Complainant.

No further response was received and, as such, the matter was closed with the Panel.

**Status of complaint as at 31.12.2025:
CLOSED – MATTER RAISED INTERNALLY**

(26) 2025.2.41

Complaint against the Minister for Children and Families by Ms. X, regarding the alleged unlawful removal of a child by Jersey Children's Social Care.

A statement of complaint was received on 29th August 2025.

The complaint related to alleged systematic failings and the unlawful removal of a child by the Service.

Having reviewed the matter, the Minister advised that the complaint was still in progress and had not yet completed all internal stages of the Government of Jersey feedback process. The Complainant was advised how to formally raise the complaint.

No further response was received and, as such, the matter was closed with the Panel.

**Status of complaint as at 31.12.2025:
CLOSED – MATTER RAISED INTERNALLY**

(27) 2025.4.360

Complaint against the Minister for the Environment by Mr. X, regarding the alleged actions of the Department when reviewing a complaint against the Complainant's use of a field in the Green Zone.

A statement of complaint was received on 19th September 2025.

The complaint related to the actions of the Department when investigating the Complainant's use of a field in the Green Zone requirement to raise a retrospective planning application.

A response from the Minister for the Environment was received on 20th October 2025.

Having reviewed all documentation, the Chair of the States Complaints Panel determined that this was not a matter for a Hearing by a Board on 28th October 2025.

The Complainant did not request a review of this decision by the Deputy Chairs, and therefore, the matter was closed.

**Status of complaint as at 31.12.2025:
CLOSED – NOT A MATTER FOR A BOARD**

(28) 2025.2.42

Complaint against the Minister for Children and Families by Ms. X regarding Children's Social Care Services.

A statement of complaint was received on 25th September 2025.

The complaint related to the removal of the Complainant's child by the Service.

A response from the Minister for Children and Families was received on 21st October 2025.

The matter was sent to the Panel and the Chair determined that this was not an appropriate case for a Hearing by a Board.

In response to this determination, the Complainant requested that the matter be reviewed by the Deputy Chairs.

The Deputy Chairs agreed with the Chair's decision, the Complainant was informed of this outcome and the complaint was closed.

**Status of the complaint as at 31.12.2025:
CLOSED – NOT A MATTER FOR A BOARD**

(29) 2025.3.40

Complaint against the Minister for Education and Lifelong Learning by Ms. X regarding the actions of the Education Department following an incident of bullying.

A statement of complaint was received on 9th September 2025.

The complaint related to the Minister and Department's response to a complaint raised regarding the actions of a school when dealing with an incident of bullying.

A letter was sent to the Minister for Education and Lifelong Learning regarding this matter on 27th November 2025.

***Feedback from the Complainant** - "I would like to express my sincere thanks to the SCP caseworkers for their excellent support. Their drafting of the Summary and Maladministration sections, and their prompt and professional responses throughout, have been extremely helpful".*

Status of complaint as at 31.12.2025:

ONGOING – AWAITING MINISTERIAL RESPONSE

(30) 2025.10.02

Complaint against the Minister for Children and Families by Mr. X, regarding Children's Social Care Service.

A statement of complaint was received on 9th September 2025.

The complaint related to ongoing difficulties that the Complainant faced when contacting the Service by telephone and further working difficulties between the two parties.

A response was received from the Minister for Children and Families on 29th October 2025.

Having reviewed all documents submitted, the Chair of the Panel determined that this was not a matter for a Hearing by a Board.

This decision was relayed to the Complainant on 25th November 2025, who requested that the matter be reviewed by the Deputy Chairs as part of the appeals process.

Status as at 31.12.2025

ONGOING – MATTER BEING CONSIDERED BY DEPUTY CHAIRS

(31) 2025.7.1

Complaint against the Minister for Housing by Mr. X, regarding the alleged inaction of the Department when the Complainant was issued with repeat Eviction Notices.

A statement of complaint was received on 3rd November 2025.

The complaint related to the allegations regarding repeat notices of eviction being served on the Complainant at a social housing property and the inaction of the Department when the Complainant raised complaints as a consequence.

On 17th November 2025 the Minister advised that the complaint had not yet been raised formally with the Department. As such, contact had been made with the Complainant, and it was confirmed that ongoing support was being offered to file the complaint.

Status as at 31.12.2025:

PAUSED – INTERNAL COMPLAINTS PROCESS STILL ONGOING

(32) 2025.7.2

Complaint against the Minister for Housing by Ms. X, regarding the alleged mishandling of a Housing Band application and conflict of interest when dealing with a complaint.

A statement of complaint was received on 13th October 2025.

The complaint related to a Ministerial decision to deny a change to a Housing Band application, alleged conflicts of interest and ongoing issues with an Andium property.

A response was received from the Minister in November 2025.

Having reviewed all documents submitted, the Chair of the Panel determined that this was not a matter for a Hearing by a Board.

Whilst the Complainant had originally requested that this matter be reviewed by the Deputy Chairs, the Complainant informed the Panel that she had subsequently resolved the matter and sought alternative accommodation. As such, the case was closed.

Feedback from Complainant – “Thank you so much for all your time and effort, I really appreciate everything you’ve done for myself and my family”.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(33) 2025.10.13

Complaint against the Minister for Justice and Home Affairs by Ms. X regarding the actions of the States of Jersey Fire Service, Ambulance and Police when dealing with issues raised within an Electrical Installation Coordination Report.

A statement of complaint was received on 6th November 2025.

The complaint related to the actions of the Emergency Services, in particular the Jersey Fire Service, when an Electrical Installation Coordination Report revealed issues at a private residence.

A letter was sent to the Minister for Justice and Home Affairs on 26th November 2025 regarding this case.

Having received a response, this matter was sent to the Panel for its review.

Status as at 31.12.2025:

ONGOING – MATTER WITH THE PANEL

(34) 2025.4.361

Complaint against the Minister for the Environment by Ms. X regarding the actions of the Environment Department when dealing with issues raised following a pest infestation and related hazards at a private property.

A statement of complaint was received on 21st November 2025.

The complaint related to the alleged actions of the Environment Department in relation to a complaint raised regarding infestations at a private property.

A letter was sent to the Minister for Environment regarding this case on 26th November 2025.

Having received the Department's response, this matter was sent to the Panel for its review.

Status as at 31.12.2025

ONGOING – MATTER WITH THE PANEL

(35) 2025.8.1

Complaint against the Minister for Infrastructure by Mr. X regarding decisions made during the refurbishment of Les Quennevais Sports Centre.

A statement of complaint was received on 27th November 2025.

The complaint related to the actions of the Infrastructure and Environment Department regarding the alleged mismanagement of renovation project at Les Quennevais Sports Centre and alleged misuse of public funds.

A letter was sent to the Minister for Infrastructure regarding this case on 27th November 2025.

Status as at 31.12.2025

ONGOING – AWAITING MINISTERIAL RESPONSE

(36) 2025.4.362

Complaint against the Minister for the Environment by Ms. X and Mr. X regarding noise and odours from businesses operating in St. Peter's Technical Park.

(37) 2025.6.52

Complaint against the Minister for Health and Social Services by Ms. X and Mr. X regarding noise and odours from businesses operating in St. Peter's Technical Park.

(41) 2025.1.8

Complaint against the Chief Minister by Ms. X and Mr. X regarding noise and odours from businesses operating in St. Peter's Technical Park.

Please note that these cases were being considered together.

A statement of complaint was received on 25th November 2025.

The complaints related to the actions of the Ministers for Environment and Health and Social Services and the Chief Minister, regarding noise and odours from businesses operating at the Technical Park in St. Peter.

As of 31st December 2025, the Complainants had requested further time in order to compile evidence and submissions against each Department. Both Ministers were aware of the long-standing nature of the complaints.

Status as at 31.12.2025

ONGOING – AWAITING EVIDENCE FROM COMPLAINANTS

(38) 2025.8.2.

Complaint against the Minister for Infrastructure regarding the maintenance responsibility for the parapet of the sea wall at Brise de Mer, La Grève d'Azette, St. Clement.

A statement of complaint was received on 27th November 2025.

The complaint related to the actions of the Minister for Infrastructure regarding the responsibility for the parapet of the sea wall at Brise de Mer, La Grève d'Azette, St. Clement.

A letter was sent to the Minister for Infrastructure regarding this case on 27th November 2025.

A response was received on 18th December 2025, which was shared with the Chair and 2 independent Members for review.

Status as at 31.12.2025

ONGOING – WITH PANEL FOR THEIR DETERMINATION

(39) 2025.2.43

Complaint against the Minister for Children and Families by Ms. X regarding alleged safeguarding and support failures provided by Children, Young People, Education and Skills (CYPES).

(Complaint considered in conjunction with matter (40) 2025.6.53).

A statement of complaint was received on 2nd December 2025.

The complaint related to alleged systematic failures and specific instances of neglect and mismanagement that had significantly impacted the wellbeing of a vulnerable child. It was noted that the Complainant had first informally approached the Panel in October 2025 to raise the matter. Having undertaken steps via the internal process, the Complainant now requested that this matter be raised with the Panel.

A letter was sent to the Minister for Children and Families regarding this case on 4th December 2025.

Status as at 31.12.2025

ONGOING – AWAITING MINISTERIAL RESPONSE

(40) 2025.6.53

Complaint against the Minister for Health and Social Services by Ms. X regarding alleged safeguarding and support failures provided by the Health and Care Jersey Department.

(Complaint considered in conjunction with matter (39) 2025.2.43).

A statement of complaint was received on 2nd December 2025.

The complaint related to alleged systematic failures and specific instances of neglect and mismanagement that had significantly impacted the wellbeing of a vulnerable child. It was noted that the Complainant had first informally approached the Panel in October 2025. Having undertaken steps via the internal process, the Complainant now requested that this matter be raised with the Panel.

A letter was sent to the Minister for Health and Social Services regarding this case on 4th December 2025.

Status as at 31.12.2025

ONGOING – AWAITING MINISTERIAL RESPONSE

(42) 2025.1.9

Complaint against the Chief Minister regarding actions of an Officer of the Jersey Charities Commissioner under the States Employment Board.

A statement of complaint was received on 16th December 2025.

The complaint related to the alleged actions of an Officer of the Jersey Charities Commission (JCC). As the States Employment Board (SEB) oversaw the actions of employees within the JCC, the Complainant had requested that the SEB review the matter.

A letter was sent to the Chief Minister regarding this matter on 18th December.

Status as at 31.12.2025

ONGOING – AWAITING MINISTERIAL RESPONSE

SECTION 2 – COMPLAINTS CARRIED FORWARD

- **5 COMPLAINTS WERE OUTSTANDING FROM 2024 AND WERE CARRIED FORWARD INTO 2025.**

(1) 1386.2.1.9 (46)

Complaint against the Minister for Health and Social Services by Ms. X regarding the outcome of surgery performed in September 2018.

A statement of complaint was received on 3rd July 2024 regarding a complaint relating to the care of a patient, and alleged errors during a surgical procedure in September 2018.

A summary was received from the Department that outlined that the complaint was still at Stage 3 of the internal complaints procedure. The Greffier of the States requested that the Complainant pursue the complaint internally before seeking recourse to the Panel. The Complainant agreed to this measure, sought independent legal advice, and requested that the complaint be paused in the meantime.

On 26th August 2024, the Complainant contacted the Panel once more, asking to progress the complaint, as there had been no resolution. Due to the long-standing nature of the complaint within the internal system, the Department was requested to provide its submission for review by the Panel on 25th October 2024.

The Caseworkers continued to seek receipt of the submission.

On 21st February 2025, the Complainant met with the Minister and an officer. Due to no resolution being found, the Complainant asked that this matter be presented to the Panel, despite it remaining ongoing within the internal stages.

On 10th March 2025, a submission timeline was received outlining the Department's actions in relation to this case. This was sent to the Chair of the Panel and 2 independent Members for their review on 11th March 2025.

During April 2025, the Chair requested that a letter be written to the Minister asking the Department to conclude stage 3 as swiftly as possible, noting the long-standing nature of this matter. The Complainant was advised of such, and it was noted that the Panel would follow up on this matter to ensure a timely response from the Minister.

Following further correspondence with the Complainant, it was noted that further meetings had been held between the Minister and the Complainant and the matter had been progressed through the internal stages. The Chair was informed of this update and reconsidered the case. On 2nd October 2025, the Chair determined that this was not a matter for a Board, which was communicated to the Complainant.

The Complainant did not wish to appeal the decision and so the matter was closed.

Status as of 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(2) 1386.2.1.11 (12)

Complaint against the Minister for Justice and Home Affairs regarding improper treatment during imprisonment at HMP La Moye (the Prison).

A statement of complaint was initially received on 12th October 2024, although further evidence and a request for the complaint to be raised formally was made on 26th November 2024.

The complaint related to alleged improper actions by the Prison following an injury sustained by the Complainant whilst in custody.

A summary was received from the Minister for Justice and Home Affairs on 10th December 2024 which outlined the internal actions taken to address the complaint.

These submissions were then sent to the Chair of the Complaints Panel, and to 2 independent members for their views.

Having considered the matter, the Chair determined that the complaint related to allegations of medical negligence, which fell outside of its jurisdiction.

The Complainant then asked for the matter to be reviewed by the Deputy Chairs as part of the appeals process. The Deputy Chairs upheld the view of the Chair that this matter was not within the remit of the States Complaints Panel, and the matter was closed on 9th January 2025.

Status as of 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(3) 1386.2.1.2 (35)

Complaint against the Minister for Treasury and Resources regarding the alleged mismanagement of a States of Jersey capital project and subsequent failure to address a claim for a special payment.

A statement of complaint was received on 7th May 2024.

The complaint related to an alleged historic failing of a Government Department to fairly oversee a capital project. The Complainant wished to have access to the paperwork provided as part of the initial Departmental submission. Discussions in relation to this delayed the commencement of the complaints process.

A summary from the Minister was received on 17th September 2024, with an agreement from the Minister that this could be shared with the Complainant.

All documents were forwarded to the Chair and an independent member of the Panel. The Chair determined that there was no basis for pursuing the complaint under the remit of the Panel. This was conveyed to the Complainant, and they were offered the option of a review of the Chair's decision by the Deputy Chairs.

No appeal was requested by the Complainant, as such the matter was closed on 6th February 2025.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(4) 1386.2.1.12 (18)

Complaint against Driver and Vehicle Standards Department, regarding the recommendation to revoke the Complainant's PSV License and Badge.

A statement of complaint was received on 14th November 2024.

The complaint related to the impact of the revocation of a PSV license on future applications.

A Departmental summary of the case was received on 9th December 2024 which outlined steps taken to resolve the matter internally.

The Chair, having considered all the evidence, determined that the complaint did not fall within the Panel's jurisdiction.

Following this, the Complainant requested that the matter be reviewed by the 2 Deputy Chairs.

On 10th January 2025, the Deputy Chairs upheld the view of the Chair that this was not a matter for a Board.

On 17th January 2025, the Department was informed of the outcome of the case, and the matter was closed.

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

(5) 1386.2.1.2 (356)

Complaint against the Planning Department and Committee members regarding the administrative dealings of a recent planning application

A statement of complaint was received on 11th December 2024.

The complaint related to the administration of a recent planning application by the Department.

On 26th December 2024, the Complainant provided their final submission and asked that the complaint be progressed.

On 27th December 2024 the States Complaints Panel wrote to the Minister for the Environment asking for a summary response.

The Minister's submission was received on 24th January 2025 and was shared with the Chair and 2 independent Members of the States Complaints Panel.

On 27th January 2025, the Chair determined that there was no prima facie basis to consider the complaint further. The Complainant then requested a review of the matter, and this was sent to the Deputy Chairs for their consideration.

Following the receipt of further information, the Deputy Chairs determined that this was not a matter for a Board and the matter was closed. The Complainant was advised to contact the Commissioner for Standards in relation to separate complaints against States Members.

Feedback from the Complainant – *“Unfortunately my complaint was not upheld which I was disappointed by, however, I would like to still praise the service by [the States Complaints Panel Caseworker] who was my point of contact who always explained the situation clearly and was available by phone and email at all times. I am appreciative for this high level of service regardless of the eventual outcome”.*

Status as at 31.12.2025:

CLOSED – NOT A MATTER FOR A BOARD

136 INFORMAL ENQUIRIES WERE LOGGED DURING 2025

- Overall, 136 informal complaints were received relating to Ministers or their associated Government of Jersey Departments -

13 x complaints regarding Health and Community Services

- Complaints concerning mental health provisions;
- Complaints regarding the treatment of relatives whilst in hospital;
- Complaints regarding antisocial behaviour at the Enid Quenault Health and Wellbeing Centre;
- Complaints relating to clinical practices, which are outside of the remit of the States Complaints Panel.

26 x complaints regarding Employment, Social Services and Housing (ESSH)

- Complaints concerning social security/income tax payments;
- Complaints concerning misunderstanding of social security payments;
- Complaints concerning financial assistance for victims of domestic abuse;
- Complaints regarding payments following redundancy;
- Complaints regarding the provision of free period products.

21 x complaints regarding Education/Children's Service/CYPES

- Complaints concerning the inclusion of certain companies in school activity week schedules;
- Complaints concerning overpayments of child maintenance;
- Complaints concerning safeguarding issues;
- Complaints regarding appeals for admissions to a States of Jersey secondary school;
- Complaints regarding Records of Needs held for students;
- Complaints regarding supervision at children's care homes;
- Complaints regarding the actions of foster carers.

8 x complaints regarding Housing

- Complaints concerning operational matters at Andium Homes;
- Complaints regarding property damage at Andium Homes sites;
- Complaints concerning housing band decisions;
- Complaints that were readdressed to the Commissioner for Standards;
- Complaints concerning threats of eviction;
- Complaints concerning the Assisted Purchase Resale Pathway.

20 x complaints regarding the Infrastructure and Environment Department

- Complaints concerning planning applications or decisions;
- Complaints concerning road safety issues;
- Complaints concerning overdue payments on parking cards;
- Complaints concerning incorrect planning information.

8 x complaints against Justice and Home Affairs Departments –

- Complaints concerning passport issues;
- Complaints concerning immigration matters;
- Complaints concerning La Moye Prison;
- Complaints concerning the Judicial Greffe;
- Complaints concerning family visitations at La Moye Prison;
- Complaints concerning the noise of emergency vehicles;
- Complaints concerning Jersey Customs and Immigration Service;
- Complaints concerning the investigation of a criminal matter.

1 x Complaint regarding Sustainable Economic Development

39 x complaints were received which did not fall under the remit of the Panel due to the fact that the subject of the complaint was not a states Department or a Ministerial decision –

- Complaint regarding a private employer;
- Complaint regarding a private travel company;
- Complaint regarding Jersey Airport;
- Complaint regarding a private GP surgery;
- Complaints relating to States Members which were forwarded to the Commissioner for Standards upon receiving the Complainant's permission;
- Complaint regarding a private golf club;
- Complaint regarding a private leisure club;
- Complaint regarding Parochial matters,
- Complaint regarding lawyers employed by the Government of Jersey.

ANNEX – Article 9 of the Administrative Decisions (Review) (Jersey) Law 1982

- (1) After completing its enquiry, a Board shall report its findings in writing to the complainant and to the Minister, Department or person concerned and present a copy of its report to the Privileges and Procedures Committee.^[14]
- (2) Where a Board after making enquiry as aforesaid is of opinion that the decision, act or omission which was the subject matter of the complaint –
 - (a) was contrary to law;
 - (b) was unjust, oppressive or improperly discriminatory, or was in accordance with a provision of any enactment or practice which is or might be unjust, oppressive or improperly discriminatory;
 - (c) was based wholly or partly on a mistake of law or fact;
 - (d) could not have been made by a reasonable body of persons after proper consideration of all the facts; or
 - (e) was contrary to the generally accepted principles of natural justice,the Board, in reporting its findings thereon to the Minister, Department or person concerned, shall request that Minister, Department or person to reconsider the matter.
- (3) Where a Board requests reconsideration of any matter, it shall also request the Minister, Department or person concerned to inform it within a specified time of the steps which have been taken to reconsider the matter and the result of that reconsideration.
- (4) The Board shall provide the Privileges and Procedures Committee and the complainant with a copy of the information given under paragraph (3).^[15]
- (5) The complainant may, within one month of the information being provided, request the Board to consider reconvening.^[16]
- (6) The Board may reconvene, of its own motion or following a request under paragraph (5) if, in its opinion, the information provided under paragraph (3) and, where a request has been made, any representations made with it, justify further consideration.^[17]
- (7) On reconvening, the Board may exercise the powers in Article 8.^[18]
- (8) In any case where a Board requested reconsideration of any matter, the Board may, if it considers that its findings have been insufficiently considered or implemented, present a report to that effect to the Privileges and Procedures Committee.^[19]
- (9) The Privileges and Procedures Committee shall present to the States a copy of any information or report that it receives under this Article.^[20]