

Comments, Complaints, Compliments

Department of the Environment Customer Feedback Policy

We recognise that in certain circumstances customers may wish to make a complaint, or a suggestion to help us improve our services, or indeed compliment us on the service provided. We welcome all such feedback and this document sets out our policy in this regard.

Our key aims

- To fully investigate and respond to all formal complaints.
- To record and analyse all formal complaints
- Set and monitor response targets for responding to feedback
- To ensure complimentary feedback is registered and recognised
- To ensure suggestions are appropriately responded to

Customer feedback

Our customers can:

- Give us feedback about our services – online, by fax, by phone, by letter or in person
- Expect us to use plain language when communicating with them
- Know the name of the person that is communicating with them
- Expect to be kept informed when we are unable to give a full response within the target time
- Escalate a complaint when dissatisfied with our initial response

How feedback will be handled

1. Compliments

A compliment is when a customer gives us feedback about how we delivered a good level of service or how an employee has done more than would normally be expected of him.

- Any compliments received in writing (letter or email) will be acknowledged within 3 working days.
- All written compliments will be recorded for performance monitoring purposes and appreciation for excellent service will be passed on by the senior management team to those involved.

2. Suggestions

A suggestion is when a customer gives us feedback on how we can improve our service delivery.

- We will send a response to the customer within 10 working days that either explains how we will implement the suggestion or explains why we are unable to implement the suggestion

3. Complaints

A complaint is any grievance or concern about the service we provide which can include allegations of one or more of the following:

- Non compliance with our service level agreement
- Failure to provide a reasonable level of service
- Incorrect advice given
- Poor customer service
- Inappropriate charging for a service
- An employee's behaviour causes upset to a customer
- We unfairly discriminate against a customer

a. Informal complaints

Where a customer wishes to make an informal complaint by telephone or in person we will:

- Try to resolve the problem with the customer straight away
- If the problem has arisen because of a mistake we will take action to put it right

If no satisfactory immediate resolution is possible we will arrange for you to be contacted by a senior manager within 3 working days. If you are still dissatisfied, we will advise you to make a formal complaint.

b) Formal complaints

Where a customer wishes to make a formal complaint this needs to be made in writing (email or letter) to the line manager of the Officer that you have been dealing with, who will ensure that it is fully investigated. This is a stage 1 complaint.

We undertake to:

- Acknowledge your formal complaints within 3 working days
- Fully investigate and respond in detail within 20 working days.
- Give you the name of the person dealing with your complaint.

If you are not satisfied with the result of the investigation by the line manager, you can request that the complaint is reconsidered by the relevant Director. This is a stage 2 complaint.

At this stage, the relevant Director will:

- Review the evidence relating to the complaint
- Review your comments on the Line Manager's findings
- Respond in detail within 20 working days

If you are not satisfied with the result of the investigation by the relevant Director, you can request that the complaint is reconsidered by the Chief Executive Officer. This is a stage 3 complaint and is the final stage of the Departmental complaints procedure.

At this stage, the Chief Executive Officer will:

- Review the evidence relating to the complaint
- Review your comments on the Director's findings
- Respond in detail within 20 working days
- Advise you of the procedure for complaints to the States of Jersey Complaints Board

Note: All parties will be kept informed throughout the process. If the complaint is about the conduct or performance of a named member of staff they will have access to all the correspondence received from the complainant. The complainant will also have access to all correspondence relating to their complaint.

The Complaints Monitoring System

As a service organisation we respect our customers and their right to know we will treat any complaints they may make in an appropriate manner. We will endeavour to deal with all complaints efficiently and effectively. In this regard we will record and monitor the number, nature and response to all formal complaints and report the findings annually.

If you have any queries regarding this policy please contact:

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