

Environment Department

How To Make A Complaint



**Some Frequently
Asked Questions**

A complaint is an expression of dissatisfaction by one or more members of the public.

A service user cannot register a complaint on account of a legislative DECISION of the Department about which he/she is dissatisfied. There are separate appeal systems which may be used in such cases.

You may wish to read the Department's *Customer Complaint Procedure* booklet for details about the complaints system.

HOW DO I MAKE A COMPLAINT?

There are three ways to make a complaint.

1. If you wish to make an informal complaint, you may call the Department and speak with the appropriate officer. If the complaint is dealt with to your satisfaction, then the process is considered as completed.
2. You may register a formal complaint using the form available from the Department. You may request assistance in completing this form.
3. You may send your complaint in writing to the Department. The detail of the complaint will be transferred onto the complaint form and you will be sent a copy of the form with an acknowledgement letter.

WHO PAYS FOR ANY INVESTIGATION?

If there is an extended investigation following receipt of a complaint, the Environment Department will meet costs incurred by the Department in carrying out the investigation.

It should be noted, however, that the complainant must meet all his/her personal, legal and other costs.

WHO WILL REPLY TO ME AND WHEN?

If you lodge an informal complaint, you should be able to speak with the manager concerned as soon as he/she is available.

Receipt of a written complaint will be acknowledged within seven working days.

Under normal circumstances, you should receive a response to your complaint within fifteen working days of its receipt by the Department. If it is not possible to provide you with a response within fifteen working days, you will be notified of this, given reasons for the delay and given an estimated time for when the matter can be resolved.

WHAT IF I DON'T LIKE THE RESPONSE?

You can resubmit your complaint and ask for it to be reviewed by the Environment Department Chief Officer.

If you are still not satisfied, then you can take your complaint to the Board of the Environment Department.

As a final means of appeal, you may take your complaint to the States of Guernsey Review Board.

Full details of the system for handling complaints are contained within the Department's *Customer Complaint Procedure* booklet which is available from the Reception Desk in Sir Charles Frossard House together with the form for registering a complaint.

WILL MY COMPLAINT BE CONFIDENTIAL?

All personal details and information are kept confidential to the person(s) investigating the complaint.

Non-specific information on the nature of complaints received and the steps that have been taken to resolve them is circulated to employees of the Environment Department as part of general staff training and is monitored for the purposes of developing service provision.

WHO DO I CONTACT IF I REQUIRE FURTHER INFORMATION?

Please feel free to contact the Environment Department Reception Desk at Sir Charles Frossard House for copies of all leaflets and forms.

If you wish to discuss the procedures in detail, please ask to speak to a member of staff.

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