Government of Jersey complaints process

Stage 3 - Escalation to Director General if issue is still not resolved after stage 2. The Director General can include, or refer the complaint to another Director General or an independent third party, if appropriate.

Timescale - up to 10 working days from point of escalation

Stage 2 - Escalation to team leader or manager for issues that require further investigation or are complex/serious/high risk
Timescale - up to 10 working days from point of escalation

Stage 1 - Complaint handling at first point of contact
Timescale - up to 5 working days from date of complaint
being logged