

How to make a complaint to the Department for Community & Constitutional Affairs

The Department for Community & Constitutional Affairs (CCA) aims to improve the quality of life of everyone living in Jersey by helping to create a safe, just and equitable society. A number of public services and functions are administered as part of CCA:

- CCA Policy Unit
- Strategic Housing Unit
- Strategic Public Health Unit
- States of Jersey Police
- States of Jersey Fire and Rescue Service
- States of Jersey Prison Service (La Moye Prison)
- Jersey Customs and Immigration Service
- Jersey Field Squadron (Jersey's Territorial Army Unit)
- Office of the Superintendent Registrar

Code of Conduct

All employees within CCA are guided by a Code of Conduct and seek to carry out their duties in accordance with a set of guiding principles. Please follow this link:

<https://www.gov.je/Working/WorkingForTheStates/Pages/CodeOfConduct.aspx>

How to make a complaint

If we have got something wrong, or if there is a problem with the way we are dealing with you, you should let us know. We will always seek to deal with you in a professional way, we will always treat your complaint seriously and we will always keep everything confidential. It will help us to deal with your complaint if you can provide as much background information as possible.

States of Jersey Police

The States of Jersey Police has a separate complaints mechanism which should be followed in relation to any complaints concerned the police. There is also a separate code of conduct for police officers. Please follow this link:

<https://www.gov.je/government/comments/pages/policecomplaintsauthority.aspx>

Jersey Customs & Immigration

The Jersey Customs & Immigration Service has a separate complaints mechanism which should be followed in relation to any complaints concerning Customs & Immigration. Please follow this link to access an online form:

<https://www.gov.je/SiteCollectionDocuments/Home%20and%20community/F%20Community%20and%20Constitutional%20Affairs%20complaints%20form%2020170815%20AM.pdf>

Jersey Field Squadron

The Jersey Field Squadron has a separate complaints mechanism which should be followed in relation to any complaints concerning the Field Squadron.

Service complaints made by members of the UK Armed Forces: please follow this link:

<https://www.servicecomplaintsombudsman.org.uk/>

Complaints made by members of the public: if you cannot resolve the issue with the person that you have been dealing with, please email:

rmonrem-JsyFdSqn-GroupMailbox@mod.uk

Other public services administered by CCA

For all other CCA public services, the complaints procedure is as set out below.

1. **Contact** the person that you have been dealing with in the relevant public service, as they will usually be best placed to put things right. You can register your complaint by phone, e-mail or letter, or alternatively you can set-up a meeting.
2. **Contact** the CCA Business Manager, as below, if your complaint cannot be settled directly with the person or service you've been dealing with, or if you don't know which service is responsible for the matter.

Business Manager, Chris Petra

Tel. +44 (0)1534 447926

Email. c.petra@gov.je

3. **Write** to the CCA Chief Officer, if you have followed the steps above but remain unsatisfied, and we will conduct an internal review of your case, which will be undertaken independently of the public service that handled the initial complaint.

Chief Officer, Tom Walker

Tel. +44 (0)1534 440442

Email. t.walker@gov.je

Any complaints relating to CCA that are received by Ministers will be passed to the CCA Chief Officer in the first instance. Ministers might not personally answer all complaints, but will ensure that the situation has been investigated and that you are informed of any outcome.

Replying to complaints

We aim to provide a response to complaints within 20 working days of receiving them, but if we cannot respond within this time, we shall let you know:

- ✓ who is dealing with your complaint;
- ✓ what we have done so far;
- ✓ when you can expect a full reply.

States of Jersey Complaints Board

If you have gone through all the steps above and are still unhappy, you can contact the States of Jersey Complaints Board. Please follow this link:

<https://www.gov.je/Government/Comments/Pages/StatesJerseyComplaintsBoard.aspx>