



CUSTOMER FEEDBACK



This summary on Government of Jersey Feedback is based on data from 1 January to 31 December 2023

The term 'Customer' is used to describe any individual or organisation that accesses our services.

During 2023 a total of 3714 pieces of feedback were recorded, averaging 307 per month.

Feedback is categorised into four areas:

Complaints: expressions of dissatisfaction or concerns

Compliments: positive feedback or praise for excellent service experiences

Comments: general remarks or observations

Suggestions: recommendations or ideas for improvement

The table below shows the volumes of feedback by type and Department for 2023.

Department	Complaints	Compliments	Comments	Suggestions
Cabinet Office	31	16	21	27
Children, Young People, Education and Skills	123	119	6	5
Customer and Local Services	229	141	48	86
Department of the Economy	1	2	2	0
Health and Community Services (HCS)	739	958	41	21
Infrastructure and Environment	336	163	101	137
Justice and Home Affairs	28	22	12	28
Treasury and Exchequer	152	69	26	24
Total	1639	1490	257	328

*No feedback was recorded for the External Relations department

How feedback was received



Direct by HCS 1738



In person 152



Online form 1062



Telephone 85



Email 588



Social media 60



Letter or feedback card 29



Turning feedback into action

Feedback helps us to understand what we're doing well and where we can improve. Whether it's a comment, complaint, compliment, or suggestion, every bit of feedback is important because it guides us in providing better services for everyone.

Some of the action we have taken as a result of feedback:



'Ukrainian' now an available language on the 'translate' option on Gov.je



Tax tips emails introduced to clarify ITIS rate changes



Enhancements to online forms and web links for improved user experiences



We have been notified of, and rectified, property maintenance issues around the Island



Ladies' changing room repairs: Cold showers and heaters fixed at Springfield



Havre des Pas changing rooms now open year-round



Improved La Moye school area speed limit signs



Complaint Themes

Customer complaint themes are important for several reasons:

- They help us recognise recurring problems or issues
- We can understand why things didn't go well by examining these themes
- They highlight areas where we can make enhancements to our products, services or processes
- Addressing these themes leads to a better overall experience for our customers

The top 10 themes of complaints received throughout 2023

Some complaints cover more than one theme, so the total number of themes is higher than the number of complaints.

Complaint Theme	Volume
How you access our services	492
Attitude and behaviour of our employees	319
Consistency of information we give you	206
Time taken	198
Mistake was made by us	196
Care received	189
Appointments, admissions and discharge procedures	136
Property and assets	100
Communication (oral)	38
Disability and inclusion	35

Outcome of complaints following investigation and closure

The complaints closed throughout 2023 with an outcome recorded fell into four main categories.

Description	Volumes
Upheld - Investigation confirms the customers experience or concern raised in the complaint	35%
Partially upheld - Investigation confirms part of the customers experience or concern raised in the complaint	28%
Not upheld - Complaint was not found to be valid after investigation	21%
Unable to resolve - We couldn't address the customers complaint because we weren't able to fulfill their request or meet their expectations with the solution they sought.	16%

Other complaints received did not have outcomes categorised, as they either fell outside the scope of the Customer Feedback Policy, were considered vexatious, were withdrawn by the customer, or did not have an outcome recorded.

Complaint Stages

We have a 3 stage complaints process:

Stage One

Complaints that can be resolved quickly, easily, or at the point of contact.

Stage Two

Complaints that are escalated to a team leader or manager that require further investigation. These include complaints that are complex, serious, high-risk, require consent, or will take longer to investigate.

Stage Three

Complaints that remain unresolved after stage two are escalated to the Chief Officer. The Chief Officer may request another Chief Officer, a delegated member of the department's Senior Leadership Team, or an independent third party, to review and oversee on their behalf.

Volume of reportable 2023 closed complaints by stage

Stage One	Stage Two	Stage Three
1516	88	9

States Complaints Board

If a complaint has gone through all our feedback steps and the customer is still unhappy, they can request the States of Jersey Complaints Panel to review it. You can find more about the panel on Gov.je using this link:

How
did
we
do?



How to make a complaint,
compliment, comment or
suggestion

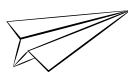
There are several ways you can provide feedback to us. We welcome feedback at the point of service as well as afterward.



Directly to any Government employee, whether face to face, by phone or in writing



gov.je/feedback



email feedback@gov.je



Telephone - 01534 444444, or for Health and Community Services 01534 443515



Letter - PO Box 55, JE4 8PE



We value all feedback as learning opportunities to enhance customer experience. Your feedback helps us to improve.

We're working to make our feedback reporting even better. That means we're improving how we record and analyse feedback so we can understand it better and make our services even better too.