



PARISH OF ST HELIER

Complaints and Compliments Policy

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This policy supersedes all previous policies, circulars, and agreements related to complaints and compliments within the Parish of St Helier.

1. Policy Statement

The Parish welcomes complaints and compliments from those using its services, recognising that both provide an opportunity to learn, improve and acknowledge good performance.

2. Policy Aims and Objectives

The aim of this policy is to ensure that the Parish:

- is responsive to feedback from parishioners and those using its services.
- responds to, deals with, and provides feedback on complaints, providing confidence that complaints are managed appropriately.
- uses this feedback to improve the services it provides.
- recognises the contribution of colleagues and teams in delivering high-quality services.

3. Key Principles

The key principles of this policy are:

All complaints and compliments will be:

- acknowledged within 3 working days
- recorded in a register

In respect of complaints:

- every complaint will be assigned to a named manager to investigate.
- every complaint will be investigated, and the outcome will be fed back to the complainant within a target of 10 working days.
- complaints not managed within this 10-day deadline will be escalated to the relevant Director and highlighted in the monthly KPI report.
- complaints not dealt with within 20 working days will be escalated to the Chief Executive and highlighted in the monthly KPI report.
- outcomes of investigations will be reviewed and agreed upon by a Director or Senior Manager before being issued to the complainant.
- all complainants will be informed of their right of appeal/review of the outcome.
- Any appeal/review will be conducted by a Director not associated with the initial investigation, to be completed within a target of 10 working days.
- appeals not managed within this 10-day deadline will be escalated to the relevant Chief Executive and highlighted in the monthly KPI report.

In respect of compliments:

- All compliments will be fed back to the relevant team/individuals.

4. Links to other Policies

Information from complaints and compliments will be considered when developing any individual or group training and development, and individuals' reviews.

5. Who this Policy applies to

This policy applies to all Parish staff, volunteers, and covers all services provided by the Parish, except:

- the Honorary Police service, which operates under an Honorary Police Complaints policy and procedure
- any service where the law requires immediate (i.e., without reference to any internal complaints procedures) and direct access to the Court or other body to resolve complaints.
- If the complaint relates to the Constable, it may be a matter in respect of which the Royal Court can exercise its jurisdiction.
- A complaint that there has been a 'breach of code' by an elected member of the States Assembly is investigated by the Commissioner under the Commissioner Standards (Jersey) Law 2017. Please contact the States Greffe.
- All elected officers of the municipality – the Royal Court retains jurisdiction over all those elected or appointed to honorary office to whom it has administered the oath of office; for further information, contact the Law Officers Department.

6. Roles and Responsibilities under this Policy

It is the responsibility of each Director and Senior Manager to:

- Inform, and provide copies of, every complaint and compliment, to the Parish Secretary
- assign a manager to investigate and deal with every complaint.
- ensure that procedures are in place in their area to ensure that their service complies with this policy.
- ensure that the Parish Register is regularly updated.

It is the responsibility of the Parish Secretary to:

- set the format and content of the Parish Register
- hold and administer the Parish Register of Complaints and Compliments
- produce monthly KPI data on complaints and compliments for inclusion in the Monthly Performance Report
- prepare a quarterly summary report for the Executive Management Team

- prepare an annual summary report for the Policy and Strategy Board

It is the responsibility of the Director of Resources to report on complaints and compliments data in each month's performance report.

7. Assurance

Executive Management Team and Policy and Strategy Board will gain assurance that this policy is operating effectively and delivering its aims and objectives by:

- Monitoring of monthly KPIs
- Review and challenge of quarterly and annual reports.
- Monitoring trends over time
- Monitoring training and development driven by outcomes of complaints.