

Can I Appeal Against the Outcome?

Yes. If you are dissatisfied with the outcome of the formal investigation and resulting actions, you can appeal. When lodging an appeal the complainant should include the following information:

1. A brief outline of the original complaint.
2. Name/s of the officer/s or Warrant number(s) of staff who are subject of the complaint.
3. What element of their complaint they felt was inadequately addressed during the formal investigation or the part of the investigation or findings that they are appealing.
4. There are two stages to the appeals process;
 - informal appeal review—undertaken by the Chief Officer / Deputy Chief Officer of the GBA or a nominated deputy who is not connected to the investigation. The complainant will be told of the outcome of the appeal and given a full written explanation
 - Formal appeal review—a request for a formal appeal review must be submitted to the Chief Secretary to the Committee for Home Affairs and the HR Manager within 20 days of the date of the response letter from the informal review

Thank you for taking the time to read this leaflet and for your co-operation.

Further information about making a complaint can be found online at www.gov.gg/gba

Should you require further information or advice, please contact us:

**Guernsey Border Agency
New Jetty
White Rock
St Peter Port
Guernsey
GY1 2LL**

Telephone: (01481) 741417

Email: enquiries@gba.gov.gg

Web: www.gov.gg/gba



**COMPLIMENTS,
COMMENTS
AND
COMPLAINTS**

Introduction

As part of our Customer Charter, we are committed to providing a high quality of service to all of our customers.

It is important for the GBA to receive feedback regarding the customer experience, and to use every opportunity to learn and develop from both positive and negative feedback.

We aim to do our job in a fair and reasonable way and to provide you with an efficient service. Despite our best endeavours, sometimes we make mistakes and we are sorry if you feel something has gone wrong or if you are disappointed with the service you have received.

Whether you are an individual, company, or other organisation if you are not satisfied, please tell us straight away. We will look into your complaint and inform you of the outcome.

Making a Complaint

Complaints may be made at the time of an alleged incident or within two months after the event.

Complaints may be received verbally, written or electronically via:

- the States of Guernsey Customer Charter complaint portal (accessed via www.gov.gg/ccg)
- directly to the GBA, marked private and confidential at the postal address of:
The Deputy Chief Officer
Guernsey Border Agency
New Jetty
White Rock
St Peter Port
Guernsey
GY1 2LL
- via email at enquiries@gba.gov.gg

A link to the GBA complaints procedure can be found on the GBA website at www.gov.gg/gba a link to this is also provided via the Guernsey Police website: www.guernsey.police.uk/complaint

Where a complaint is made verbally, it will be referred to a Senior Officer or Duty Manager. That Senior Officer/Duty Manager will make a formal note of a verbal complaint, checking with the complainant that the facts giving rise for concern have been accurately recorded.

What will happen?

1. Senior Officers /Duty Managers will attempt to resolve matters at the earliest opportunity wherever possible. Where a resolution cannot be found at this time, the complainant will be invited to submit their complaint in writing.
2. Upon receiving the written complaint, the GBA Deputy Chief Officer will determine whether it is a complaint against the quality of service, or a matter that may require further investigation in accordance with the Established Staff Disciplinary Procedures. All complaints will be forwarded to the Professional Standards Department to record and retain.
3. Where the nature of the correspondence or conversation is no more than an observation, comment or suggestion, this will be recorded and forwarded to the relevant business area for consideration. Any subsequent changes or improvements as a result of this prompting shall be acknowledged in writing with the correspondent.

All complaints will be acknowledged in writing within ten working days from the date of receipt of the complaint.

Upon completion of the complaint investigation, the complainant will be informed in writing of the outcome on the investigation