

Making Comments about Public Services in Alderney

Complaints and compliments

Have we got it right?

If we have, we'd love to hear from you. If not, please tell us - your feedback is important to ensure our services meet and hopefully exceed your expectations.

If we have got it wrong...

We want to know. While we try to get it right first time we will sometimes fail to reach the standards you expect of us. If you have a complaint about any service we provide, please tell us. We will do our best to put it right, and to make sure we don't do the same thing again. We will try to improve our services by learning from our mistakes.

How to put it right: who to contact

In the first instance it might be possible to put it right straight away by making a comment to the relevant manager. Contact details are at the end of this leaflet

It is always best to provide written comments:

By Post:

You can write to us or download the complaints and comments form from the website (www.alderney.gov.gg) and send it to us at

Office of the Chief Executive
PO Box 1001
Alderney
GY9 3AA

Email: ceo@alderney.gov.gg

Procedure

All complaints will be investigated thoroughly and fairly. The Chief Executive will see all comments and complaints and ensure appropriate action is taken. We aim to acknowledge all correspondence within 3 working days and fully respond within 10. If the matter is complicated, we may need longer. We will tell you if more time is required.

There are some things we can't change

By law we can't change some of our actions or procedures, but we are always happy to explain these. Some of the public services delivered in Alderney are the responsibility of the States of Guernsey, and your complaint should be addressed to the relevant Department in Guernsey. We can help you get your complaint to the right people.

If your complaint can be dealt with “on the spot” then our staff will try to deal with it in that way. If this is not possible, then you can contact us with the full details of your complaint. All written complaints should be sent to the Office of the Chief Executive.

What will happen to your comment or suggestion?

We aim to acknowledge all correspondence within 3 working days and respond within 10 working days of receipt. The manager involved may also bring your suggestion or comment to his/her team to be reviewed.

What will happen to my complaint?

Your complaint will be investigated thoroughly and fairly. If the matter is complicated we may need a little longer to fully investigate, and if this is the case, we will contact you and let you know when you can expect a response.

When you should complain

We want to know

- If the service you have received is not as good as we have promised
- If we have done something wrong
- If we have not done something we should have
- If we have treated you unfairly or discourteously

What we need to know

- Your name
- Where and how we can contact you
- The details of your complaint and how the problem came about
- What you want us to do to put things right

What you can expect from us

- Our staff will be polite
- We will use everyday language and avoid jargon
- We will investigate your complaint fully and fairly and explain our actions
- We will treat your complaint confidentially and we will not discriminate against anyone in the future because they have complained
- If we have made a mistake, we will apologise and try to put right what has gone wrong as quickly as possible

States of Alderney - Comments Form

The States of Alderney strives to improve its service to the community & visitors. We welcome comments about any aspect of the island and the services we provide.

Comment:	
Signed	Date

Name	
Address	
Telephone Number	
e-mail address	

Thank you for your input. We will telephone if we need to clarify the query, and we will write to you to advise what action we will take.

FOR STATES OFFICE USE ONLY

Received by		Date & time	
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