



## Complaints Procedure

This Procedure applies to anyone who has done business with, had dealings with, or received a service from States Works, and is dis-satisfied with any part of the service including, but not limited to; the end product, time taken, or the general conduct or behaviour of our staff.

States Works is committed to delivering an efficient, reliable and quality service. We aim to meet your expectations in the work we carry out, but there may be times where something has not gone to plan and we could do things differently, or better.

This procedure is only applicable to services provided by States Works.

Feedback is important to us, we want to hear from our Clients, customers and the general public, so that we can improve the service we deliver. Feedback on our services can be made in writing to:

General Manager, States Works, La Hure Mare, Vale, GY3 5UD or email to: [swd@gov.gg](mailto:swd@gov.gg)

### Complaints

We aim to resolve complaints; within a reasonable time frame, sensitively and courteously.

In the context of this Procedure, a complaint is considered to be;

*'Where dis-satisfaction arises as a result of perceived sub-standard delivery of agreed services, either caused by an operational or human interaction'.*

Examples of complaints are:

- Dis-satisfaction with the way in which you were treated by a member of staff;
- Dis-satisfaction with the end product / service;
- Poor customer engagement;
- Concerns over working practices.

### How to make a complaint

If you feel you need to make a complaint, you are encouraged to do so as soon after the event as practicably possible, allowing us to investigate swiftly and whilst the issue is current.

You should do so in writing to;

The General Manager  
States Works  
La Hure Mare  
Vale  
GY3 5UD

Or email: [swd@gov.gg](mailto:swd@gov.gg)

Please provide us with as much information as possible so that we can investigate your complaint thoroughly. If you can provide a detailed account of the complaint, including dates, times, location that will help with our enquiries.

### **Stage One - An Informal Complaint**

The General Manager will assign an Officer from States Works to investigate the complaint and an acknowledgment will be sent within 5 working days. The complaint will be dealt with quickly and informally if possible (i.e. with minimal record keeping). If the complaint requires further investigation, a full response (or an update on progress) will be sent to you within 20 working days of the complaint.

### **Stage Two - A Formal Complaint**

If you are not satisfied with the response you receive under stage one of these procedures, or you ask for the complaint to be handled formally, you should write (letter or e-mail) to the General Manager at the following address:

General Manager, States Works, La Hure Mare, Vale, GY3 5UD or email to: [swd@gov.gg](mailto:swd@gov.gg)

You should include as much detail as possible.

Following investigation by senior staff within States Works, a full response (or an update on progress) will be received within 20 working days of the formal complaint.

### **Stage Three - Managing Director Review**

If you are not satisfied with the response under stage two, you should write to the Managing Director of the States of Guernsey Trading Assets:

The Managing Director  
States of Guernsey Trading Assets  
Brickfield House  
St Andrews  
GY6 8TY

He/she will check that the stage two procedure has been completed and consider the matter again in conjunction with the Stage 2 reviewer.

your complaint, and when you can expect the full reply. This will be the Office for the States of Guernsey Trading Assets' final response to you under these procedures. This does not affect your right to raise a complaint directly to the States Trading Supervisory Board, another elected Deputy, or with the Chief Executive of the States of Guernsey.

### **Monitoring Complaints**

The complaints system will be monitored to ensure it meets the following criteria:

- providing a flexible, thorough and effective mechanism for resolving complaints;
- complaints are dealt with quickly and thoroughly within established time limits;
- complainants are kept informed of progress if the investigation takes longer than expected;
- action taken in response to complaints is documented;
- to determine the root causes of complaints, root cause analysis techniques may be applied to gain a better understanding of complaint causation and process;
- trends are identified and appropriate action taken to resolve the issue;
- lessons are learnt.

This Procedure will be reviewed not less than every 3 years.



Paul Lickley  
States Works General Manager

