

Complaints and Comments Handling Policy

Updated November 2021 – v2.0

1. Introduction

- 1.1 Recreation Services is a Service Area under the responsibility of the Committee *for* Education, Sport & Culture, and is responsible for the following services and facilities hosted at the following venues:
- Beau Sejour Leisure Centre
 - Footes Lane
 - Delancey Park
 - Fort Le Marchant Rifle Range
- 1.2 Recreation Services aims to provide an excellent service at all times. However, there will be times when we don't get it right first time, and customers may feel they want to formally feedback their comments or complaints to us. If this is the case, then the matter will be dealt with in accordance with our Complaints and Comments Handling Policy.

2. What is a complaint or comment?

- 2.1 A complaint is any expression of dissatisfaction. It could also be a comment about a part of our service we could improve.
- 2.2 Whatever it is, we will listen to it, respond to it, record it and use it wherever possible to improve.

3. Objectives

- 3.1 We aim for our complaints and comments procedure to be:
- a) Open and easily accessible;
 - b) Simple to use and understand;
 - c) Confidential – for staff and for customers;
 - d) Quick – responding to complaints promptly, and to comments, when a response has been requested;
 - e) Informative of the progress of a complaint;
 - f) Comprehensive and constructive – dealing with all issues raised by customers and give an effective reply and wherever possible, a remedy;

- g) Fair for customers and staff – all complaints and comments will be investigated thoroughly and objectively;
- h) Flexible – the objective being to resolve problems rather than just follow a series of steps.

4. What does this procedure cover?

- 4.1 **A failure** to provide information or give the correct information.
- 4.2 **An unsatisfactory** level of service, including delays and non-delivery of service.
- 4.3 **A failure** to follow agreed policies and procedures.
- 4.4 **Unsatisfactory behaviour** of staff, contractors or franchisees employed by the Service Area.
- 4.5 **Discrimination** and/or harassment by staff.

5. Who can complain or make a comment?

- 5.1 Any person acting on behalf of an individual or group of individuals (this includes States Deputies, advice agencies and other advocacy groups).
- 5.2 Whilst the full procedure cannot apply to anonymous complaints or comments, investigations into the matter in question will be made and where appropriate, action and/or measures to prevent a recurrence applied.

6. How do you complain?

- 6.1 A complaint or comment can be made in person in writing, by e-mail, by telephone or by completing a Customer Comments Form available at Beau Sejour Leisure Centre or Footes Lane. If help is required in making a complaint or comment, any member of staff can be contacted.
- 6.2 Contact details for complaints are as follows:

Address	Operations & Events Manager, Beau Sejour Leisure Centre, Amherst, St Peter Port, Guernsey, GY1 2DL
Telephone	+44 (0)1481 220518
E-mail	bsenquiries@gov.gg

7. How does the procedure work?

7.1 **Stage 1**

We aim to resolve complaints and comments at the first point of contact wherever possible. If possible, any person wishing to complain, or comment should contact the person they dealt with. If this is not possible, or they are not happy with, then the first point of contact would be the Operations and Events Manager (contact details found in section 6.2).

7.2 **Stage 2**

If at the end of this process, the complainant remains dissatisfied, or they feel a verbal complaint or comment is not applicable, they may wish to raise a more formal complaint. This should include, what went wrong, who dealt with the earlier

complaint and what we could do to put things right. The Operations and Events Manager will make sure that the complaint is dealt with and that a full investigation is carried out. A full complaint can be made in writing via the contact details found in section 6.2 – or by completing a customer comments form and submitting it in the customer comment postboxes found at Beau Sejour Leisure Centre and Footes Lane.

7.3 **Stage 3**

If the complainant is still not happy, they can refer the complaint to the Head of Recreation Services. Written/e-mailed complaints should be sent to the Head of Recreation Services, Beau Sejour Leisure Centre, Amherst, St Peter Port, Guernsey, GY1 2DL, or alternatively e-mailed to samantha.herridge@gov.gg. The Head of Recreation Services will review the complaint and decide what, if any action there is to take.

7.4 **Stage 4**

If at the end of stage 3, the complainant is still dissatisfied, they can request that the complaint be heard by the Committee *for* Education, Sport & Culture. Complaints in this instance, should be addressed to the President of the Committee for Education, Sport & Culture, Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey, GY1 1FH.

7.5 **Stage 5**

If at the end of stage 4, the complainant is still unsatisfied, they can contact the States Review Board. The Board has been set up to hear complaints from people aggrieved by decisions made by Service Areas run by the States of Guernsey. The Board will decide whether they consider there is a case to answer as part of its process of evaluating complaints. Applications should be sent in writing, in the first instance to the Review Board, Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey, GY1 1FH.

8. How long will the process take?

- 8.1 We aim to respond to all queries, comments and complaints within **10 working days**. If this is not possible, we will contact the complainant to let them know when they can expect to receive a full response. Complainants will be given contact details for the person who is dealing with the complaint should they wish to contact them.

9. Monitoring

- 9.1 Complaints and comments will be recorded and monitored and reported on, on an annual basis. The aim being to improve our service to our customers.

10. Remedies

- 10.1 We will attempt to provide an appropriate remedy to resolve complaints and comments in discussion with the complainant. This could be:
- An apology;
 - An explanation of actions taken;
 - Remedial action, e.g. undertaking repairs

11. Vexatious or Repetitious Complaints

- 11.1 There are times when complaints are considered to be repetitious or vexatious. If a complaint is considered to be deliberately repetitious or vexatious, it may not be necessary to carry out an investigation, particularly if the complainant has exhausted the complaints procedure and the complaint has not been upheld. If this is the case, you will be informed in writing by the Director for Sport and Culture.

12. How do you complain?

- 12.1 The Head of Recreation Services is accountable for this policy.
- 12.2 The Head of Recreation Services is responsible for ensuring this policy is adhered to.
- 12.3 The Operations and Events Manager has day-to-day operational responsibility for this policy.
- 12.4 This policy will be reviewed every three years.
- 12.5 All staff are responsible for the success of this policy and should ensure they use it to raise customer service compliments or concerns.

All team members are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be sent to the Head of Recreation Services (samantha.herridge@gov.gg).