



# Falkland Islands Government

## Corporate Complaints Procedure

Falkland Islands Government is committed to providing high-quality customer services. **We value complaints and use information from them to help us improve our services.**

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### **What can I complain about?**

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- treatment by or attitude of a member of staff
- our failure to follow proper procedure
- non-compliance with legislation or approved government policy.

Your complaint may involve more than one FIG service or be about someone working on our behalf.

### **What can't I complain about?**

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service, for example a first-time request for a housing repair
- requests for compensation
- things that are covered by a right of appeal. Here are some examples:
  - If your planning application is refused, you have a right of appeal to ExCo.
  - If you believe your tax assessment is incorrect, you have a right of appeal to the Commissioner of Taxation or Tax Appeals Tribunal.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

### **How do I complain?**

You can complain in person at the departmental office, by phone, in writing, email via our complaints form (attached).

It is easier for us to resolve complaints if you make them quickly and directly to the department concerned. So please talk to a member of our staff at the department you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

### **How long do I have to make a complaint?**

Normally, you must make your complaint within one months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than two months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### **What happens when I have complained?**

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

#### **Stage one – frontline resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will acknowledge your complaint within three working days and give you our decision at Stage 1 in ten working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

## Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### What if I'm still dissatisfied?

There are three stages to FIG's complaint handling procedures. Whilst we hope that we will be able to resolve your complaint at Stages 1 or 2, if you are not happy with the response you receive at this stage you can go on to appeal the decision.

We hope that it won't be necessary, but occasionally you may still be unhappy after you've received a response to your complaint at Stage 2. The third and final stage of the complaints procedure is to appeal your complaint. This will be raised as follows within FIG:

<b>Complaints dealt with at Stage 2 by:</b>	<b>Appeal heard by:</b>
Line management	Head of Service
Head of Service	Director
Director	Peer Director

### Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

### Our contact details

Complaints should be submitted to the relevant department. However, if you have any queries relating to this procedure please contact the office of the Director of Central Services on (500) 28426.

## Quick guide to our complaints procedure

### Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **three-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



### Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **ten working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.



### Stage 3: Appeal

We hope that we will have resolved your complaint in Stage 2. However, you can appeal the decision within two months of receiving the outcome of Stage 2. Your appeal will be headed by a more senior officer within FIG.