

	Comments, Compliments and Complaints Policy	Document Type	Policy
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		Owner	Chief Executive
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1.1 Falkland Islands Government ('FIG') recognise the importance of comments, compliments and complaints and their value as a form of feedback about the services for which we provide and are responsible. FIG will seek to learn from feedback received in order to improve upon the services provided.

1.2 FIG defines a comment or compliment as:

"A form of feedback that is positive or an observation regarding the services provided by or on behalf of the Falkland Islands Government."

What is a complaint?

2.1 FIG defines a complaint as:

"An expression of dissatisfaction by one or more members of the public about FIG's action or lack of action, or about the standard of service provided by or on behalf of the Falkland Islands Government."

2.2 This may include, but is not limited to:

- Unreasonable behaviour or conduct by a FIG employee;
- Poor quality or failure of service provision;
- Policy or procedure not followed correctly.

2.3 The following issues are not defined as complaints by FIG and resolution of such should be dealt with through the appropriate systems:

- Occasions where the service has not been given an opportunity to resolve the matter;
- General comments and compliments;
- If a complaint is considered vexatious;
- Initial requests for service provision.

2.4 FIG are unable to deal with complaints that are outside of its control examples of such are:

- Matters of law or legal proceedings;
- Appeals on matters which are, or have been, subject to formal resolution – such as courts and tribunals;
- Where another organisation is the key decision-maker in respect of the matter.

Complaints covered by other policies and procedures:

3.1	Royal Falkland Islands Police	Under the Police Ordinance Chief Police Officer or when complaint relates to Inspector or above, HE the Governor
	HE the Governor	Secretary of State for the Foreign and Commonwealth Office
	Members of the Judiciary	Chief Justice
	Members of the Legislative Assembly	Under Standing Order 26 - Speaker of the House
	Education Related Complaints	Have their own separate complaints processes within their statutory remit.
	Health & Social Related Complaints	
	Internal Staffing Complaints	Subject to the Management Code

Policy review

4.1 This policy will be reviewed when necessary.

How can I make a complaint?

5.1 Complaints can be made in the following ways:

- Via www.falklands.gov.fk/feedback;
- By contacting the department directly which concerns your feedback;
- In person, writing, email or phone to the Chief Executive's Office, Secretariat, Stanley. Phone: +500 28450, Email: feedback@sec.gov.fk;
- Via a Member of the Legislative Assembly.

5.2 You will be encouraged to complete the Comments, Compliments and Complaints Feedback Form (CCCF-01) [Appendix 1] or the webform on the FIG website; this is to ensure that relevant details are recorded.

Can I make a complaint?

6.1 Anyone can make a complaint to FIG subject to the criteria in section 2, including a representative on behalf of the complainant.

6.2 Complaints must be submitted within 3 months of the event happening.

6.3 All complaints will be dealt with on an equal basis. Confidential and impartial values will be upheld at all times.

How will you deal with my complaint?

7.1	Prevention Stage		Complaint Investigation
	<p>Problem acknowledged within 5 working days and handled within the service area.</p>	<p>If you are dissatisfied with the outcome of the prevention stage you can submit a complaint. At this stage it will be decided if your feedback fits with a complaint or not:</p> <ul style="list-style-type: none"> - if it does the complaint investigation will begin. - if it does not you will be directed to the relevant internal handling process. 	<p>Complaints received to the Chief Executive's Office and delegated to an appropriate Officer. Complaint acknowledged by the Officer leading the investigation within 5 working days.</p> <p>Dependent on complexity of the complaint, time taken to resolve it will vary but should be no longer than 4 weeks. If an extension is necessary the complainant will be notified.</p> <p>Following completion of the investigation and communication of the outcome FIG consider the complaint closed.</p>

What action will be taken as a result of my complaint?

8.1 FIG, where necessary, will take corrective action as soon as possible and review service practice; this can be considered in a variety of forms.

What further action can I take if my complaint has not been resolved?

9.1 Should you remain dissatisfied with the outcome of the complaint investigation you will be advised to contact the Principal Complaints Commissioner via the web form on www.pcc.org.fk/contact-us or via the phone number +500 21414.

Recording and reporting

10.1 Departments will hold individual registers of comments, compliments and complaints. These will be fed back to the Chief Executive's Office every six months and reported to the Corporate Management Team.



Comments, Compliments and Complaints Feedback Form

CCCF-01

The Details

1	Type of feedback	Comment/Compliment/Complaint* <i>*Please delete as appropriate</i>
2	Department(s)/Service(s) your feedback relates to	
3	Full details of your feedback	
4	Date feedback submitted	
	Signature	

Your Contact Details

<i>If you are giving feedback on behalf of someone else you must also complete section 6.</i>		
5	Title	
	First Name	
	Surname	
	Phone Number	
	Email Address	
	Your Address	
6	Their Name	
	Relationship to You	
	Their Signature	

Please return the form to:
The Chief Executive's Office, Secretariat, Stanley
Email: feedback@sec.gov.fk

Office Use Only

Reference Number	
Received By	
Date Received	