PARISH OF
ST. LAWRENCE

The Parish Hall
La Grande Route de St Laurent
St Lawrence
Jersey
JE3 1NG

Telephone : 01534 861672
email: parishhall@stlawrence.je
www.stlawrence.je

Parish Comments, Compliments and Complaints Policy

Introduction and Values

The Parish seeks to provide the highest standard of service to all its parishioners.

We are committed to ensuring that all our elected officers are guided by the following Standards in PARISH Service as we undertake our duties.

POLITE – we will be polite and courteous to all.

ACCOUNTABLE – we will make choices and decisions on merit recognising that we are accountable to the parishioners/those who have elected us.

RESPONSIBLE – we will act responsibly and not behave in a way which is likely to bring discredit upon the Parish. We will treat information with respect as we are aware of the consequences of breaching confidentiality and we will take care of Parish property.

IMPARTIAL – we will be impartial in decision-making treating everyone fairly and with respect and avoiding all forms of unlawful discrimination.

SERVE – we will always serve in the public interest and declare any private interests relating to our public duties so we avoid potential conflicts.

HONEST – we will act with integrity and be open and honest in all our dealings.

Your feedback is important to us. We welcome you taking the time to tell us when we have got it right but, equally, when there are areas we might improve.

We treat comments, compliments, and complaints as an opportunity to learn and develop.

The purpose of this policy is to ensure that any comments, compliments, or complaints received are recognised, listened to and acted upon promptly and fairly.

Who this policy applies to

This policy applies to all parishioners and ratepayers who wish to comment, compliment, or complain about our services or the conduct of our employees and elected officers.

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How to contact us

We aim to make this process as easy as possible. You can contact us:

- In person – our office hours are Monday, Tuesday, Thursday, Friday 9am until 3pm and closed on Wednesday
- Telephone – 01534 861672
- Email – parishhall@stlawrence.je
- In writing to the Connétable at the Parish Hall.

All comments, compliments and complaints will be recorded and kept securely in accordance with our retention policy.

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Comments and Compliments

Comments and compliments are valuable and enable us to:

- consider issues of importance which can lead to change;
- understand what we are doing well and the positive impact our services have.

Complaints

Whilst we aim for the highest standards, we appreciate that there may be times when you have not been satisfied with your experience and we want to hear from you.

Where possible, a complaint should be submitted as quickly as possible after the event and normally within one month of the event taking place (unless there are exceptional circumstances).

A complaint about an operational issue will be dealt with informally; this means our Parish staff will seek to resolve the issue quickly. For example, if your bin has not been emptied, or you report a streetlight not working etc., we expect that our staff will be able to resolve the issue for you. At that time we will ask for your confirmation the issue has been resolved to your satisfaction.

If the matter cannot be resolved informally, we will ask you to put your complaint in writing to the Connétable so that the issue may be addressed formally.

Handling a complaint:

All complaints will be handled sensitively and fairly. Every attempt will be made to ensure that confidentiality is maintained but if, in certain circumstances, this is not possible we will explain the reason to you.

Stage 1 - Informal Procedure

The informal procedure means our Parish staff will seek to resolve the issue quickly and appropriately. For example, if your bin has not been emptied, or you report a streetlight not working etc.

- Contact the Parish Hall and provide details of the issue and your contact details.
- At the time we will ask for your confirmation the issue has been resolved to your satisfaction.

We will do our best to ensure that any issues raised informally are resolved quickly. Where this is not achieved the formal complaints' procedure (below) should be followed to reach a satisfactory outcome.

Stage 2 - Formal Procedure

If your complaint relates to the following please notify the Connétable in writing of the complaint so that they may address the issue -

- an operational matter that cannot be resolved informally

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- any other service issue or
- the conduct of our employees and elected officers.

We will require –

- details of the issue about which you are complaining and
- your name and contact details.

You will receive an acknowledgement of your complaint within 5 working days of receipt. We will endeavour to provide a full response within 20 working days. Where this is not possible and the matter remains under investigation, we will contact you with a progress report and an expected timescale of response.

A complaint relating to conduct will be dealt with as follows -

a) All elected officers of the municipality - complaints about the conduct of an elected officer will be addressed by the Connétable.

b) Honorary Police – complaints are dealt with in accordance with the Police (Complaints and Conduct) (Jersey) Law 2022 and the Police (Complaints and Conduct – Honorary Police) (Jersey) Regulations 2025.

c) Staff - complaints about the conduct of a member of staff will be addressed by the Connétable.

Stage 3 – Further steps

If you are not satisfied with the response from the Connétable, or your complaint relates to the Connétable, you may consider the following, depending on the issue.

- Connétable –
    - a complaint in the context of the Connétable's Parish role - depending on the circumstances – may be a matter in respect of which the Royal Court can exercise its jurisdiction.
    - a complaint that there has been a breach of 'a code' by an 'elected member' of the States Assembly is investigated by the Commissioner under the Commissioner for Standards (Jersey) Law 2017.

      Commissioner for Standards (https://statesassembly.gov.je for more information); E-mail: commissionerforstandards@gov.je; Address: c/o States Greffe, Morier House, Halkett Place, St. Helier, Jersey, JE1 1DD
- All elected officers of the municipality - the Royal Court retains jurisdiction over all those elected or appointed to honorary parochial office and to whom it has administered the oath of office; for further advice on this option contact the Law Officers' Department.

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Law Officers Department: Tel: 01534 441200; Address: Morier House, St Helier, Jersey JE1 1DD.

The Parish is a 'controller' under the Data Protection (Jersey) Law 2018 and we process and hold your information in relation to a compliment, comment or complaint you make about our services or the conduct of our employees and elected officers. Below, we explain what we collect; how we will use your information and what your rights are.		
We have collected your personal details (name and contact details) in relation to a compliment, comment or complaint about our services or the conduct of our employees and elected officers.	Where you give us your personal data so that we may respond to a compliment, comment or complaint we may share this with the relevant person(s) to satisfactorily address the issue. We will retain your data in accordance with our retention policy; correspondence is usually retained for no more than 10 years depending on the subject matter. We will retain a record of formal complaints, excluding personal data, so we can demonstrate how they have been addressed as our commitment to provide the highest standard of service to all parishioners. We do not process your information overseas using web services that are hosted outside the European Economic Area. At no time will your information be passed to organisations for marketing or sales purposes or for any commercial use.	You can ask us: to stop processing your information; to correct or amend your information; for a copy of the information we hold about you. You can also: request that the processing of your personal data is restricted (in certain circumstances); and withdraw your consent to the processing of your information. You can complain to us about the way your information is being used by contacting us at the Parish Hall (details on https://parish.gov.je) alternatively you can complain to the Information Commissioner by emailing enquiries@jerseyoic.org.