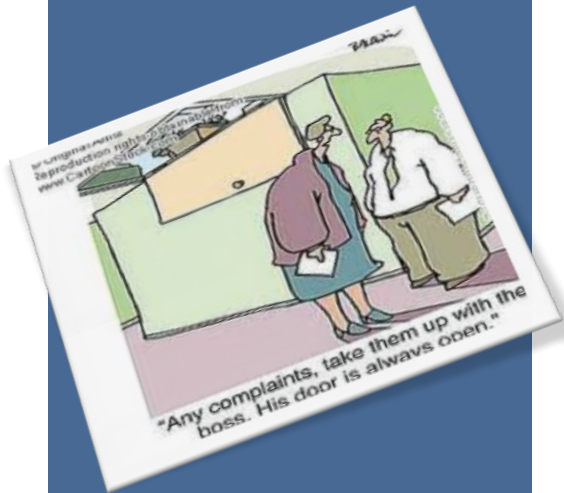


Our Commitment to You

The St Helena Government will deal with your complaint in a professional manner and in the strictest of confidence, involving only those staff who need to be contacted in order to carry out the investigation into the complaint.

Complainants will not be discriminated against in any way as a result of lodging a complaint.

We need to know when things go wrong, so that we can improve our services to you!



St Helena Government

The Castle
Jamestown
St Helena Island
South Atlantic Ocean
STHL 1ZZ

Phone: + (290) 25252
Fax: + (290) 22598

E-mail: customer.relations@sainthelena.gov.sh

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Complaint Procedures



Should you wish to make a complaint or you are dissatisfied with the standard of service, we would like to know about it.....



St Helena Government (SHG) aims to provide the best possible quality and standard of service.

To make sure this happens, we need to know when our provision falls below your expectations. This is why we need to have a Complaints Procedure.

Should you have a complaint then we would like to hear about it. This leaflet tells you how to submit a complaint about SHG.

Does this Procedure cover all sections of SHG?

It covers all sections, however should you have a complaint/issue relating to:

- (a) Hospital Services - there is a separate procedure and details are on the SHG website
- (b) The St Helena Police Service - please refer to the requirements set out in the Police Service Ordinance which is available on the SHG website
- (c) SHG staff against managers or fellow member of staff - this should be processed in accordance with the Code of Management procedures

When should a complaint be made?

Ideally a complaint should be made within one month from the day that you received a disservice.

When making a complaint about SHG, what rights do I have?

- (i) the right to confidentiality
- (ii) the right to be kept informed of progress with your complaint
- (iii) the right to an apology if your complaint is valid
- (iv) the right to be informed of any changes to SHG policies or procedures as a result of your complaint

Will SHG investigate anonymous complaints?

SHG cannot guarantee that it will do this. However, it is recognised that some customers may find it difficult to complain for personal reasons or may be worried that

their complaint could lead to victimisation or a poorer service to their household. Therefore for these reasons, anonymous complaints can be submitted to SHG but you will not receive a response if a contact name or address is not provided.

Can I make a complaint through my Councillor, a Lay Advocate or the Public Solicitor?

Yes, you can approach them for advice or assistance. If they make a complaint themselves, or on your behalf, it will be dealt with as outlined in this leaflet.



A complaint can be made either in writing using the [SHG Complaints Form—General](#), by telephone, email or in person. When making a complaint, you should include what actions would resolve your complaint although SHG cannot guarantee compliance.

Complaints should be made to the Information and Research Support Officer, Corporate Support. Your concern will be logged and passed to the appropriate person for investigation and response.

If you are seeking compensation or a waiver of payment, you must state this when making your complaint.

What happens to my complaint?

SHG will aim to acknowledge receipt of your complaint within 3 working days and will aim to send you a more detailed response within 10 working days to inform you of what action has been taken as a result of your complaint.

What happens if I do not get a response or I am not happy with the response?

If either of the above happens, you should make a stage 2 complaint.

To do this you should complete the [SHG Complaint Procedure Form - Stage 2 and 3](#) and submit it to the Information and Research Support Officer, Corporate Support. SHG will aim to acknowledge receipt of your complaint within 3 working days and you will be informed of the person to investigate your complaint. SHG will aim to send you a more detailed response from the appointed investigating officer within 10 working days. This response may inform you of what action has been taken as a result of your complaint. Alternatively, it may explain that a full response will be sent to you later and the reasons for the delay. The response will also tell you when the officer intend to conclude the investigation.

What happens if I still do not get a response or I'm still not happy with the response?

If this happens you should make a stage 3 complaint. Complete the form [SHG Complaint Procedure Form - Stage 2 and 3](#) once again and submit it to the Chief Secretary. The Chief Secretary will aim to acknowledge receipt of your complaint within 3 working days and will state how the review is to be conducted. The Chief Secretary will appoint a Reviewing Officer who will aim to respond to you within 28 working days. Their response should let you know why action has been delayed and when you are likely to receive a response.

