

Complaints/Compliments Policy/Procedure

The Jersey Probation and Aftercare Service aims to provide clients with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and goodwill is of great value to us. If you have a complaint, we would like you to tell us about it.

1. If possible complaints should be made initially to the officer concerned to try and resolve the matter.
2. If this is not possible the complaint should be made in writing, within 7 days to the relevant Team Leader Probation/JFCAS or Assistant Community Service Manager. If the complaint is about one of the aforementioned managers then the complaint should be submitted, in writing, to the Assistant Chief Probation Officer (ACPO). If the complaint is about the ACPO then the above process should be followed and the letter sent to the Chief Probation Officer (CPO) and if the complaint is against the CPO then the letter should be addressed to the Chair of the Probation Board.
3. On receipt of a complaint the relevant manager should inform the CPO (unless the complaint was about them) that there has been a complaint. This would ordinarily be done during the weekly Management Meetings; however, if the complaint is particularly serious in nature then the CPO should be informed immediately.
4. On completion of the investigation and a response having been sent to the client the manager should inform the CPO that they have concluded their investigation giving brief details of findings.

The response to the complainant will:

- a. Set out the complaint so that the complainant can be sure it has been understood.
- b. Describe the event and circumstances surrounding them.
- c. Say whether or not the complaint is deemed to be fair, giving reasons for the decision.
- d. Apologise on behalf of the relevant section of the Jersey Probation and Aftercare Service (if the complaint is deemed to be fair) and explain the steps it has taken to avoid it happening again.
- e. Be dealt with within 25 working days of receiving the complaint. If, for any reason, this is not possible, the complainant should be notified in writing with an explanation for this.
- f. Notify the complainant that if he/she is not happy with this decision, then they should write to the Chief Probation Officer (CPO) within 14 calendar days of receiving the reply that he/she wishes to take it further.
- g. On receipt of such information the CPO will acknowledge receipt of the letter. The complaint and the investigation will be reviewed and a response sent to the complainant within 25 working days.
- h. In the case of complaints about supervised contact complainants can also send a copy of all correspondence to the Chief Executive of NACCC (or representative in his/her absence) so that the NACCC Complaints procedure can be carried out. The contact details of NACCC can be provided on request.

Compliments

1. The Jersey Probation and Aftercare Service which includes Community Service Jersey Family Court Advisory Service, and Supervised Contact Service welcomes positive comments / feedback from those using its services, referrers or organisations it is completing work for.
2. The Service will acknowledge any positive comments/ feedback by way of a letter or a telephone call.
3. The Service will make its staff aware of positive comments/feedback relating to them as individuals or the service in general.

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