

COMPLAINTS

Against the Offices of HM Greffier, HM Sheriff and Sergeant, and Bailiff's Chambers

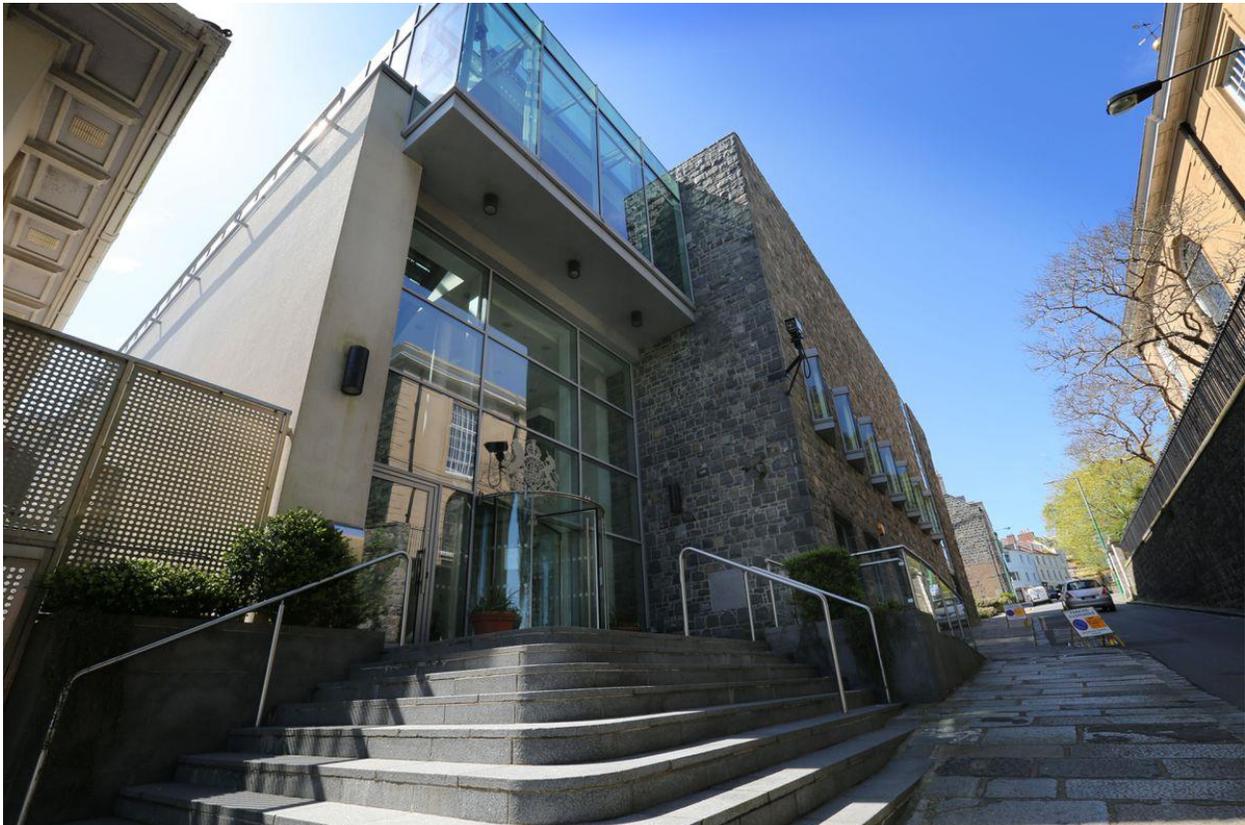
Introduction

The Offices of HM Greffier, HM Sheriff and Sergeant, and Bailiff's Chambers are committed to providing a high standard of service to the Public.

We aim to do our job in a fair and reasonable way and to provide you with an efficient service.

Whether you are an individual, company or other organisation if you are not satisfied, please tell us straight away.

We will look into your complaint and inform you of the outcome.



How Can I Complain?

If you feel that you have been unfairly or discourteously treated during the customer services provided (excluding court decisions for which there is a separate appeal process), you should first speak to:

- The individual staff member (at the time);
- The line manager of the staff member, who will document your details and your complaint and investigate it

If you are still dissatisfied, then you may contact:

**The Head of Operations
Royal Court House
St James Street
St Peter Port
Guernsey
GY1 2NZ**

andrew.dufour@gov.gg

01481 225277

Please include:

- Your name, address & telephone number and,
- The full details of your complaint

What Will Happen?

Complaints

If you complain in person to the member of staff, he or she will try to resolve the matter with you right away.

If you are not satisfied, you can ask to speak to a line manager who will document and look in to your complaint. You will be asked to give an account of what has occurred.

They will ask you if you wish the matter to be informally resolved, or you wish to make a formal complaint, and those two different processes will be explained to you.

We will keep you updated throughout any complaint's procedure.

A manager will look into your complaint. Once all the facts are known, you will be given a full response orally and in document form, if required, at the conclusion of the investigation.

Can I Appeal Against the Outcome?

Yes. If you are not satisfied with the outcome, you may ask for your complaint to be looked at again.

Please contact us, giving the reasons why you are not satisfied and include any previous correspondence related to the appeal:

HM Greffier
Royal Court House
St James Street
St Peter Port
Guernsey
GY1 2NZ

hmgreffier@gov.gg

HM Greffier will independently examine your appeal and you will be told of the outcome of your appeal and given a full explanation in writing.

Should you require any further information please contact us:

01481 225277

hmgreffier@gov.gg

www.guernseyroyalcourt.gg



The Royal Court
of Guernsey