

Wednesday 08 July 2020

**MORE WORK IS REQUIRED TO SECURE CONSISTENT
HANDLING AND LEARNING FROM COMPLAINTS**
Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG), Lynn Pamment, has today (8 July 2020) published a report on ***Handling and Learning from Complaints***.

The report focusses on the design and operation of the Government's current arrangements for handling and learning from complaints. In particular it looks at the new Customer Feedback Policy and the effectiveness of people, analysis, processes and culture that have supported its implementation.

The work was undertaken before the Coronavirus pandemic.

Lynn Pamment found that the Government of Jersey has prepared and adopted a Customer Feedback Policy that, in most respects, meets the requirements of best practice. A new Customer Feedback Management System has been introduced that captures information on complaints across Government with over half of customer feedback now being received through a single online channel.

The C&AG noted, however, that there are no standardised corporate procedures to support the implementation of the Customer Feedback Policy and that departmental procedures have not been updated consistently to reflect the new Policy. There was a lack of clarity in the involvement of non-ministerial departments in the new Policy.

Lynn Pamment found scope for improvements in the information captured and reported systematically to measure the efficiency and effectiveness of the complaints handling process. She noted that whilst the 'tone from the top' has emphasised the importance of complaints as an integral part of improving public service provision, a consistent shared culture of valuing and learning from complaints is not yet embedded.

Lynn Pamment said:

"The Government has taken important steps to improve complaints handling. The adoption of a Customer Feedback Policy, investment in a Customer Feedback Management System, recruitment of a corporate team and designation of departmental staff have shown a commitment to improving complaints handling.

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More work is however required at both corporate and department levels to secure consistent handling of and learning from complaints.”

The Handling and Learning from Complaints report will be available on the Jersey Audit Office’s website from 0930 on 8 July 2020 at <https://www.jerseyauditoffice.je/>

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Notes to Editors:

- The Office of Comptroller and Auditor General (‘C&AG’) was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014.
- The remit of the C&AG includes the audit of financial statements, corporate governance, internal control and wider consideration of public funds, often expressed as ‘value for money’.
- The 2020 Audit Plan can be found at:
<http://www.jerseyauditoffice.je/wp-content/uploads/2020/07/JAO-Audit-Plan-2020-July-2020-update.pdf>
- Lynn Pamment took up the Office of C&AG on 1 January 2020 for a fixed term of seven years. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is fixed at seven years and is non-renewable.
- **The C&AG has launched a public consultation on public audit in Jersey including a proposed new Code of Audit Practice.** The consultation can be found at:
<https://www.jerseyauditoffice.je/wp-content/uploads/2020/05/CAG-Code-of-Audit-Practice-Consultation-Paper-29.05.2020.pdf>
- The Office of Comptroller & Auditor General is known as the ‘Jersey Audit Office’.
- Contact details are: de Carteret House, 7 Castle Street, St Helier, Jersey JE2 3BT / T:716800 / E: enquiries@jerseyauditoffice.je

Comptroller and Auditor General's Policy regarding issue of reports and contact with the media:

- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
- Embargo times, where set, will be at 0001 hours on the day of publication - for press releases, reports and all other information pertaining to the publication date
- Other press releases/ statements may be made on an occasional basis and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes where set
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews
- offered or undertaken by either Lynn Pamment or the staff of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at **www.jerseyauditoffice.je**