



# States of Guernsey Revenue Service

## Comments, Compliments and Complaints Procedure

We are committed to providing a high-quality service to everyone we deal with.

Whether we have got something right, or could have done something better, we would like to hear what you think of our service and welcome all of your comments, compliments or complaints on the service we provide to you. It is important for us to know about things that are going well or how the service that we provide can be improved.

We believe that complainants have a right to be heard, understood and respected. We work hard to be open and accessible to everyone. Should you have a complaint, our aim is to help you to resolve this as quickly as possible.

Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their complaint or comments. In a small number of cases, the actions and behaviours of individuals become unacceptable because they are unreasonable e.g. they involve the abuse of our staff or our processes.

When this happens we have to take action to protect everyone involved in the workings of our service. We also consider the impact of the complainant's behaviour and actions on our ability to do our work to provide a service to islanders.

We aim to treat everyone in line with the States of Guernsey Customer Charter (see [www.gov.gg/customercharter](http://www.gov.gg/customercharter)) which promises that we will strive to deliver services which are:

Courteous and fair

Timely and efficient

Accessible and provide appropriate choice

Accurate and relevant

And provide the opportunity to give feedback and be heard.

We recognise, however, that on occasion a person may not be entirely content with the service they have received or with the application of a particular policy or procedure. If you are unhappy, you are entitled to make a complaint in writing, have it considered, and receive a written response.

We have, therefore, produced this guidance to inform you of your right to make a comment, compliment or complaint, how to do this and what you can expect from us.

### **Who can comment, compliment or complain?**

Any member of the public who has dealings with the Revenue Service or the Corporate Customer Services counter on level 3 at Edward T Wheadon House can make a comment, compliment or complaint about any matter connected with Revenue Service policies and/or procedures, or service you have received, including the conduct of members of staff.

A comment, compliment or complaint can also be made by someone acting on a person's behalf, providing the written consent of that person has been obtained and is presented to us at the time.

Please advise us of the nature of your comment, compliment or complaint, providing as much detail as possible to assist us in fully investigating your concerns and understanding your comments.

You should **not** use this procedure for appeals against income tax assessments. In such cases there is a separate formal process, details of which can be found on the back of your assessment.

Please also provide your full name, address and contact telephone number. This is necessary because we may need to contact you for further information in order to assist us in dealing with your complaint.

You will be treated at all times throughout the process in a polite and open manner.

### **To whom should I comment, compliment or complaint?**

You can either:

- Write to the Director of the Revenue Service, PO Box 37, St Peter Port, Guernsey, GY1 3AZ, or
- Email the Director at [revenueservice@gov.gg](mailto:revenueservice@gov.gg), please use the subject "Comment, Compliment or Complaint", or
- Contact us on 705700 to arrange a meeting.

### **The complaints process that we will follow**

We will acknowledge receipt of your complaint within 5 working days of receiving it. The Director of the Revenue Service will direct your letter, email or meeting request to the appropriate Manager, who will investigate the matter and prepare a response.

Our objective is to investigate your complaint as quickly as possible and to provide you with a full response within 28 days from the date of receipt.

Where a complaint involves a particularly complex matter or where further investigations are required, we will write to you within 28 days from the date of receipt in order to update you on progress and provide you with an anticipated date by when we will respond in full to your complaint or comment.

### **What if I remain unhappy with the outcome?**

If you remain unhappy with the response you receive to your complaint you can write to the Director, asking them to **personally** investigate your concerns. In those circumstances the same process will be followed as described above.

If, despite the personal involvement of the Director, you remain dissatisfied with the outcome, or if your complaint relates to the Director and is of a non-technical nature, you can write to the States Treasurer or the President of Policy & Resources Committee at Sir Charles Frossard House, La Charroterie, St Peter Port, Guernsey, GY1 1FH.

The same process and procedures as set out above will be followed.