

THE ADMINISTRATIVE DECISIONS (REVIEW) (GUERNSEY) LAW, 1986 ("the Law")

DESCRIPTIONS OF NEW ROLES FOR COMPLAINTS PANEL OF MEMBERS & INDEPENDENT MEMBERS OF A REVIEW BOARD AND FREQUENTLY ASKED QUESTIONS

Part 1 - Role Descriptions

(a) Complaints Panel Members (including Chairperson)

❖ Duties and responsibilities:

Section 2 of the Law requires the Complaints Panel, after receiving an application from a complainant to:

"to enquire into the facts of (a) matter and, if satisfied as a result of the Complaints Panel's enquiries that the circumstances justify a review of a matter by a Board, the Complaints Panel shall refer the matter to the Chairman of the Panel of Members who shall, as soon as may be, appoint a Board in accordance with the Law and thereafter forthwith refer the matter to the Board so constituted for the Board's actions in accordance with this Law".

Supported by the Principal Officer, Complaint Panel Members will be required to:

1. be reasonably available to meet with or liaise as appropriately with complainants and representatives of States' Committees as required about the complaint;
2. attend scheduled meetings as a panel of four members, chaired by the Chair or Deputy Chair including to review complaints against a States' Committees' (or its representatives') decision, action or omission;
3. read and comprehend case documentation ('bundles') received from complainants and States' Committees, requesting additional information as required in order to explore fully all relevant and factual issues;
4. reach an impartial decision within the Law based on information provided by both the complainant and the States' Committee and , giving clear and concise reasons for the decision in writing;
5. participate in training; and
6. reasonably assist the Chairperson and Deputy Chairperson in fulfilling the role of the Complaints Panel under the Law.

(b) Complaints Panel - Chairperson

❖ **Duties and responsibilities:**

In addition to the general duties and responsibilities as Members, the Chairperson and any Deputy Chairperson will:

1. lead the Panel, ensuring together with the Principal Officer that the Panel meets its obligations under the Law;
2. work effectively with the Principal Officer and any deputy;
3. exercise a casting vote in the event of any dead-lock in any collective decisions taken by the Panel; and
4. assist, advise and support the members in their roles, with the assistance of the Principal Officer or any deputy.

(c) Independent Members of a Review Board

❖ **Duties and responsibilities:**

Supported by the Principal Officer, Independent Review board Members will be required to:

1. be reasonably available to attend scheduled meetings as a panel of four members, chaired by the Chairperson of the Review board or Deputy Chair including to hear complaints (mostly) in public, against a States' Committees' (or its representatives') decision, action or omission;
2. read and comprehend case documentation ('bundles') received from complainants and States' Committees, in order to explore fully all relevant and factual issues;
3. use a variety of questioning techniques to test the complainant's case and the States' Committee's representations;
4. work closely together with other members to reach an impartial decision within the Law based on information provided by both the complainant and the States' Committee, giving clear and concise reasons for the decision in writing;
5. participate in training; and
6. reasonably assist the Chair and Deputy Chairperson in fulfilling the role of the Review Board under the Law.

Part 2 - Useful/requisite Skills for all members of the Complaints Panel and the Review board

Supported by the Chairman and the Principal Officer, Members of the Complaints Panel and the Review Board will be expected to:

1. have a good understanding of the Law and the review board process;
2. be able to act with integrity and have independence of mind;
3. ability to work as part of a team and lead the team (if acting as Chairperson/ Deputy Chairperson of Complaints Panel);
4. demonstrate excellent verbal and written communication and interpersonal skills with an ability to dealing with people from a wide range of backgrounds;
5. demonstrate excellent questioning and listening techniques;
6. absorb, interpret and question complex information, including written material and verbal submissions, and identify the salient points;
7. play an effective role by listening, persuading and showing respect for the views of others, whilst also presenting one's own point of view;
8. weigh all the facts relating to a matter without being unduly swayed by any particular point of view or set of circumstances and then reach a balanced decision;
9. take balanced, open-minded and unbiased decisions whilst also taken into account the provisions of the relevant legislation and legal precedent; and
10. be IT literate and able.