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## **The Complaint process**

**A complaint must be made in writing addressed to FPAS Manager.**

**Your complaint will be registered and acknowledged within 5 days of receipt.**

**The FPAS Manager will undertake investigations and respond within 28 days.**

Fair Processing Notice  
(Data Protection)

Please refer to:-  
[www.gov.gg/  
familyproceedingsadvisoryservice](http://www.gov.gg/familyproceedingsadvisoryservice)  
to view our Fair Processing Notice



States of Guernsey  
Family Proceedings  
Advisory Service

Putting children and young people first

## **Compliments, Concerns and Complaints**



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# Family Proceedings Advisory Service

# Putting children and young people first

## How are we doing?

### How to tell us about the service you received

At the Family Proceedings Advisory Service we want to hear from all the people we work with to find out what we did well and what we could do better.

This leaflet explains what to do if you want to give a compliment, or raise a concern or complaint about our work.

### How to tell us if things went well

If you would like to give positive feedback about our work or about someone who works for us, please tell us. You can either tell or write to your Family Proceedings Adviser or the Head of the Service at the office. At the end of each case we will ask you to fill in a brief online survey and we will use the results to continually review our practice. This survey is anonymous.

### What do you do if you have a concern or a complaint?

Although we try hard to provide high quality services to children and their families, we know that sometimes you might be unhappy with our work. Please tell your FPA or the Head of Service as soon as

possible so that they can quickly understand your concerns and try to put things right. You can do this by phoning the office or by sending us a letter.

### What do we mean by a concern or complaint?

You might be unhappy about the way we have behaved towards you or about what we have written in our report to the Court. Wherever we can we will try to put things right. If you are unhappy with the report, it is very important that you or your advocate let the Court know about your concerns.

We always try to get things right. However, if we have made any written mistakes like names, dates or other factual information it is important that you tell us as soon as you can.

You cannot make a complaint to the Family Proceedings Advisory Service if you are unhappy with the Court's decisions. Instead, you will need to take legal advice about whether to appeal against the Court's decisions.

If you are unhappy with the content of evidence to be heard in Court, again this can only be determined by the Court.

### Who can complain?

If the Court has asked the Family Proceedings Advisory Service to work with you and you are

unhappy with us or the work we have been doing, you can make a complaint. If you wish this to be a formal complaint you must ensure that it is made in writing.

### How will we respond?

If your complaint concerns a FPA or other member of staff you should address your complaint to the Head of the Family Proceedings Advisory Service. We will register your complaint and acknowledge receipt within 5 days. The member of staff involved will see a copy of your complaint and the Head of the Service will discuss it with them. The Head of Service will then write to you within 28 days.

If your complaint concerns the Head of the FPAS, or you are not satisfied with the response you have received from them, please write to Head of Operations, Home Affairs, Sir Charles Frossard House, La Charroterie, St Peter Port, GY1 1FH

Complaints can be submitted up to 3 months from the date of the final order.