**Interim Response from JCRA**

On Friday, January 5, 2024, 16:08, Peter Hetherington <[Peter.Hetherington@jcra.je](mailto:Peter.Hetherington@jcra.je)> wrote:

Thank you for your letter of 22 December 2023, and please accept our apologies for the slight delay in responding. Our offices were closed between 23 December and 2 January.

At this stage, our preliminary thinking on the issues raised in your letter are not materially different to that which we outlined at our preliminary meeting on 1 December 2023 with David Garland. In short, in respect of Ports of Jersey (PoJ)’s pricing proposal, this would appear to be compliant with the current pricing framework (and relevant licence obligations). However, we do recognise the potential for stakeholder frustration, and we quickly opened direct dialogue with PoJ on this matter.

We understand that PoJ have now scheduled engagement sessions with the St Helier Boat Owners Association (SHBOA) for the week commencing 8 January, at which PoJ intend to further detail, and explain the rationale, for the proposed price change, and there may be further sessions following this. Pending the outcome of the above session(s), we will continue to consider the issues raised in your letter, and we will of course further engage with PoJ following the above scheduled sessions (with SHBOA).

On the specific issue of complaint reporting, we will follow-up directly with PoJ’s Quality of Service lead. We note, however, that PoJ’s Consumer Code states that the channels for raising complaints are predominantly written. Similarly, the Consumer Code indicates that complaints made in person or via telephone, are aimed to be resolved through the same channel; that is, in-person or via telephone. According to PoJ’s Consumer Code, if an in-person or telephone complaint cannot be resolved to the customer’s satisfaction, only then will the complaint be formally recorded. Notwithstanding, we will seek to further understand the number of “unwritten” complaints (and “unrecorded”), and more generally, the processes surrounding the receipt, handling, and recording of complaints. We will endeavour to inform you of the results of our discussions with PoJ on this matter. In any event, this area will be a matter for more detailed consideration in our forthcoming review of quality of service (due to be published in Q2 2024).

Subject to further consideration of the issues raised in your letter, and structured engagement with PoJ, we will aim to provide a full response to your letter before the 26 January.

Kind regards,

Peter

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