

Ports of Jersey views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. If you have cause to contact us with a complaint this document outlines what you should do, how and when we will resolve it. It also outlines what you can do if you are not satisfied with our response.

## Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- make sure everyone at Ports of Jersey knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- make sure that complaints are wherever possible resolved
- gather information which helps us to improve what we do.

## Definition of a Complaint

A complaint is any expression of dissatisfaction about any aspect of Ports of Jersey.

## Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Ports of Jersey. The policy and procedures of this document will be followed if received by telephone, by email, in person or in writing. Please note that complaints are not accepted via social media.

## Contact details

### For complaints about Jersey Airport, contact:

Contact: Customer Relations Manager - Airport  
E-mail: [ask@ports.je](mailto:ask@ports.je)  
Post: Customer Relations Manager - Airport, Customer Relations Department, Ports of Jersey, St Peter, Jersey, JE1 1BY  
Telephone: +44 (0)1534 446000

### For complaints about Jersey Harbour, contact:

Contact: Customer Relations Manager - Harbour  
E-mail: [ask@ports.je](mailto:ask@ports.je)  
Post: Customer Relations Manager - Harbour, Customer Relations Department, Ports of Jersey, St Peter, Jersey, JE1 1BY  
Telephone: +44 (0)1534 446000

### For complaints about Jersey Marinas, contact:

Contact: Customer Relations Manager - Marina  
E-mail: [ask@ports.je](mailto:ask@ports.je)  
Post: Customer Relations Manager - Marina, Customer Relations Department, Ports of Jersey, St Peter, Jersey, JE1 1BY  
Telephone: +44 (0)1534 446000

### For complaints about Jersey Coastguard, contact:

Contact: Customer Relations Manager - Coastguard  
E-mail: [ask@ports.je](mailto:ask@ports.je)  
Post: Customer Relations Manager – Coastguard, Customer Relations Department, Ports of Jersey, St Peter, Jersey, JE1 1BY  
Telephone: +44 (0)1534 446000

## When a customer calls in person or via telephone, we will

- aim to resolve the complaints in person or over the telephone and depending on the nature of the complaint it may be recorded. If the complaint cannot be resolved to the customer's satisfaction at first point of contact we will take this forward as a formal complaint.

## When a customer writes to us via post, we will

- acknowledge receipt of the customer's correspondence in writing within 3 working days
- contact our customer directly by telephone, writing or email as appropriate to seek any further information that is needed to assist with the enquiry or complaint.

## When a customer emails us, we will

- acknowledge receipt of the customer's correspondence by email within 3 working days
- contact our customer directly by email or telephone to seek any further information that is needed to assist with the enquiry or complaint.

## In all cases, we will

- aim to resolve all cases as stated in the timescales outlined and in all cases ensure that every effort is made to deal with enquiries as quickly and effectively as possible.
- ensure that all details have been documented correctly on our Customer Relationship Management (CRM) system.
- establish that there is a clear understanding on the part of our staff, of the reason for the enquiry or complaint and what action is required.
- ensure that the customer is clear on what action we will be taking and what they can expect.
- clarify with the customer any actions that they should take as appropriate.
- where a customer complaint is not the responsibility of Ports of Jersey (for example it is the responsibility of an airline, ground handling agent, ferry company or shipping line), we will explain that they need to contact the relevant party concerned and support the customer in pursuing their complaint by providing all relevant contact details for the third party. We will also follow up to seek to ensure that this is satisfactorily resolved.

## Timeframe for complaint resolution

- All complaints will be treated as time critical and the overriding principle is to resolve them to our customers' satisfaction as soon as possible.
- We endeavour to present a resolution to complaints within 14 working days.
- On such occasions where it is not possible to present a resolution within 14 working days, we will communicate this to the customer explaining the cause, the process being followed and how it may delay resolution with an estimated resolution date being provided whenever possible.

## Compensation

If we fail to meet the timescales set out in this policy, we will provide an automatic compensation of £10. If a customer complaint against Ports of Jersey is upheld or not satisfactorily resolved, then we may offer compensation to reflect the inconvenience or loss that the customer has faced. The amount of compensation will be determined by the Directors of Ports of Jersey. Payment of compensation claims will be made within 21 working days of complaint resolution.

## Complaint escalation

We hope to resolve every complaint promptly and to your satisfaction. But if for any reason you are not fully satisfied with our response, please tell us and let us know where you think further attention is required. We can then review your complaint, and our response, and will respond within 14 days.

Our complaint management team will aim to resolve all complaints at first point of contact. If you are not satisfied with our response, there is an escalation process. This process is described below.

Stage 1	Customer Relations/Department Customer Relations Team
Stage 2	Department Head
Stage 3	Directors

At each stage, the same policy outlined in 'Timeframe of complaint resolution' section will be applied to the response times. In the event that the above escalation route has been exhausted, then you will be referred to the Jersey Competition and Regulatory Authority (JCRA) who regulate Ports of Jersey. If the complaint is not resolved within three months then you may refer it to the JCRA for determination.

### **Data Protection and Records Management**

Data Protection (Jersey) Law 2018 - The data collected in relation to a complaint will be used to respond effectively to your complaint, manage our services through continued improvement and not for any other purposes. All CRM records are archived for audit purposes. Hard copy documents will be stored electronically within the CRM system on receipt and hard copy documents destroyed. The data collected will not be retained for any longer than is necessary and at most two years.

Information which we collect about you will not be disclosed to any third party (other than as described in the following paragraph) without your prior consent or the requestor's demonstrated legal authority to receive it. We reserve the right to access and disclose individually identifiable information to comply with applicable laws and/or lawful government and/or police requests.

We may share your personal information with Ports of Jersey business partners in relation to the complaint unless you have specifically requested that we do not do so. Any such party will either be bound to this privacy policy as if it were Ports of Jersey or will be subject to strict confidentiality obligations.

### **Review**

This policy is reviewed regularly and updated as required.

Last reviewed: 21/08/2020

Adopted on: 25/01/2017