

# Complaints Procedure

How we handle your queries, comments, and questions.

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This guide explains what you should do if you want to make a complaint regarding the services you have received from Guernsey Harbours. Guernsey Harbours is committed to delivering efficient services. We aim to provide prompt, courteous, helpful, open, and informative in response to every approach made by a member of the public and or organisation. We are always keen to hear the views of our customers about our performance, what we get right, and what we get wrong. We recognise from time to time, things go wrong and we do not always meet the standard of service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes.

**Please note that should you have a complaint about a ferry passenger and/or cargo operator or other agencies you should contact them directly the complaint concerning its service, and send a copy to Guernsey Harbours if appropriate.**

## Data Protection

The personal data that you provide is required if you wish to receive a response to your feedback or complaint. In order to ensure that your personal data is provided to the relevant business partner (air& sea carriers, security provider etc.) you will need to tick the appropriate consent box located on the feedback form. If you do not wish to receive a response, you are not required to provide any contact information and your feedback will be treated as anonymous. Any personal data will be processed in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017. For full details of our Fair Processing Notice and how we look after your data please visit: <http://www.harbours.gg/Privacy>. If you do not have, access to the internet please contact us and a paper copy will be provided.

## Positive and Negative Feedback

If you do not want to make a complaint, but you do want to give the Harbour feedback, either positive or negative, about the service or treatment you have received, you can complete a Guernsey Harbours feedback card. This card can be used if you want to make a complaint or a suggestion about how our services might be improved. These cards are available from the passenger ferry terminal, the Harbour Office, or the Marine Services Centre. You can also give feedback by visiting follow webpage:

<http://www.harbours.gg/article/155901/Contact-Us>

## Complaints

Handling your complaints quickly, fairly, and helpfully is a key part of our approach to service delivery. However, we cannot deal with all of the matters that you might be unhappy about as complaints under these procedures. We cannot treat your objections to our policies as complaints under these procedures. We will make notes of any objections to our policies that we receive, and we will make sure that the relevant policy makers, the States Trading Supervisory Board, are made aware of them. Examples of the complaints we can investigate are:

- Dissatisfaction with the way in which a member of harbour staff treated you.
- A concern over the operation of a ship/vessel (certain cases may need to be referred to external agencies if appropriate).
- A perceived failure in concessionaire activities (retail, cleaning, security etc.).

## The aim of these procedures

If Guernsey Harbours fails to provide the quality of service you expect, we will:

- Ensure that making a complaint is as easy as possible.
- Treat the matter seriously from the outset, whether you contact us by comment card, telephone, letter, fax or via email.
- Deal with it promptly, politely, and, if possible, informally.
- Include in our response an apology where we accept we have things wrong, and where appropriate, an explanation of how things went wrong and how we will improve our performance in future.
- Record the complaint on our complaints monitoring system.

## About the Procedures

The Guernsey Harbours complaints procedure is in three stages that are designed to ensure that, if you are not happy with the initial response we give you (in stage one), you can ask more senior staff in the area concerned to consider the issue again (stage two). If you are still not satisfied, the Managing Director of States Trading Assets will review the case (stage three) and produce a final response to your complaint.

## Stage One - Express your dissatisfaction informally

If you feel dissatisfied with a service you have received from Guernsey Harbours, you should first try to explain your complaint directly and informally to the person you have been in contact with, or their line manager. Harbours staff will then consider your complaint and if possible try to resolve the issues that you have raised. If you are not satisfied or they are unable to deal with your complaint they will give you the name and contact details of their own line manager for you to pursue your complaint. We describe stage one as an informal stage because it is carried out with minimal record keeping and that means it can be carried out quickly.

## Stage Two - Making a formal complaint

If you are not satisfied with the response you receive under stage one of these procedures, you should write (letter, e-mail or fax) to the General Manager - Ports, using the following addresses:

General Manager – Ports  
Guernsey Harbours  
P.O Box 631  
St Julian's Emplacement  
St Peter Port  
Guernsey  
GY1 3DL

Tel: 01481 720229

Fax: 01481 717177

E-mail: [guernsey.harbour@gov.gg](mailto:guernsey.harbour@gov.gg)

The General Manager will follow up giving as much information as possible. On completion of the investigation into the complaint, a written (letter, e-mail or fax) reply will be sent. Our target for replying to formal complaints at this stage of the procedure is 20 working days from the date of receipt. If it is not possible to give you a full reply within this time, we will send you an interim acknowledgement within seven working days, telling you what is being done to deal with your complaint, and when you can expect the full reply.

### **Stage Three – Review by the Managing Director of States Trading Assets**

If you are not satisfied with the response under stage two, you should write to the Managing Director of States Trading Assets. The Managing Director will check the stage two procedure has been completed and ask the General Manager - Ports, to review the considerations already given to the matter. The Managing Director will then consider the matter again. The Managing Director aims to respond fully to stage three complaints within ten working days. If this is not possible, they will write (letter, e-mail or fax) to let you know what is being done to deal with your complaint, and when you can expect the full reply. This will be the States Trading Supervisory Board's final response to you under these procedures.