

**WRITTEN QUESTION TO THE MINISTER FOR THE ENVIRONMENT
BY DEPUTY M.B. ANDREWS OF ST HELIER NORTH
QUESTION SUBMITTED ON MONDAY 8th SEPTEMBER 2025
ANSWER TO BE TABLED ON MONDAY 15th SEPTEMBER 2025**

Question

“Further to the presentation of ‘States of Jersey Complaints Board: Findings – Complaint by Ms. X against the Minister for the Environment and the Infrastructure and Environment Department’ ([R.101/2025](#)), will the Minister explain his decision not to attend the Complaints Board hearing on 31st July 2025 and advise whether he stands by that decision?”

Answer

With regard to not attending the Complaints Board hearing on 31st July 2025, this relates to a separate complaint and not ‘States of Jersey Complaints Board: Findings – Complaint by Ms. X against the Minister for the Environment and the Infrastructure and Environment Department’ ([R.101/2025](#)). As such, I will respond to the Complaints Board’s findings in due course.

With regard to the Complaints Board hearing on 1st May 2025 in relation to ‘Complaint by Ms. X against the Minister for the Environment and the Infrastructure and Environment Department’ ([R.101/2025](#)), it was my understanding that there were several problems experienced during the hearing, including: questioning outside the agreed scope, personal allegations against named officers during proceedings, lack of clear speaking protocols, issues with time management, and overly brief summarisation failing to capture key technical discussions.

This resulted in an imbalance of participation, and I believe compromises the fairness and structure of the hearing. This is not the first time these issues have been experienced at hearings.

My chief officer and other officers have raised these concerns directly with the States Greffier and I am told that they have had constructive conversations. I am committed to ensuring that the public has a fair and appropriate route to make complaints. My officers and I will continue to engage with the complaints process, and, if these concerns are resolved, I will agree for my officers to participate in future hearings.