



Deputy Lyndon Farnham
Chief Minister of Jersey

Deputy Helen Miles
Chair, Corporate Services Scrutiny Panel
By email

9th February 2026

Dear Chair,

Whistleblowing and Grievances

Thank you for letter, dated 2nd February.

As requested, please find the following information below:

- 1. Please can you confirm whether any indicators exist to quantify the time and resources used by Government in the management of whistleblowing cases and staff grievances, and compliance with Government whistleblowing and grievance policies?**

The Whistleblowing and Grievance Policies are separate policies and require different processes to be followed.

We do not currently have indicators that quantify the time taken to resolve cases or the number of resources involved. However, where external contractors have been engaged, we can analyse available data to provide details of the costs incurred.

Grievance cases are overseen by a Case Management team within People Services who have a responsibility to ensure cases are handled within a timely manner.

- 2. Please can you advise who is responsible for undertaking investigations into cases of whistleblowing and staff grievances?**

Whistleblowing Policy

The Designated Person is responsible for ensuring that serious concerns are addressed appropriately. It may be deemed appropriate to use an external contractor with the appropriate qualification, skills, and experience to support the Designated Person as appropriate.

Grievance Policy

At the formal stage, the manager should commission any necessary investigation to establish the facts of the case. The Case Management Team within People Services would assign an investigator from within the Public Service (ensuring there are no conflicts of interest) or, if deemed appropriate, an external contractor from our approved provider framework

- 3. Does the Government appoint Jersey public service employees to undertake investigations into cases of whistleblowing and staff grievances, or does the Government utilise external contractors?**

Whistleblowing Policy

A Designated Person is the lead person for overseeing the whistleblowing investigation; however depending on the nature of the serious concern being raised, it may be deemed appropriate to use an external contractor with the appropriate qualification, skills, and experience to support the Designated Person.

Grievance Policy

A Public Service employee may undertake an investigation into an employee's grievance, provided there are no conflicts of interest. At times, it may be deemed appropriate to use an external contractor with the appropriate qualification, skills and experience.

- 4. Are staff or contractors appointed to undertake investigations into cases of whistleblowing and staff grievances required to hold any relevant qualifications?**

Whistleblowing Policy

If appointed to undertake an investigation, the Designated Person must ensure they have the relevant qualification, experience and independence to undertake the investigation. For example, if this is an employment matter, we would expect them to be ACAS trained. If a health and safety concern, we would expect them to be appropriately qualified in health and safety matters.

Grievance Policy

If appointed to undertake an investigation, they should be ACAS trained or have proven experience in undertaking workplace investigations.

If external contractors are used, they must be appropriately qualified or trained to conduct investigations.

Yours sincerely



Deputy Malcolm Ferey
Assistant Chief Minister & Vice Chair of the States Employment Board