



| States Assembly

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Tom Walker
Chief Officer, Health and Care Jersey
Government of Jersey

13th March 2026

Dear Tom,

Complaints Handling

Following consideration, the Public Accounts Committee has agreed to write to you in order to gain greater understanding of the handling of complaints within the Health and Care Jersey Department. As you will be aware, we have previously reviewed this topic for the wider Government of Jersey and presented our recommendations in March 2025. These recommendations included the need for evaluation of the Quality Assurance Framework to ensure that the Customer Feedback Policy is being applied consistently across all departments, which was agreed with by the Executive with a target delivery date of end of 2025.

Accordingly, we would be grateful if you could:

1. Outline what work is done to identify non-compliance with complaints procedures within your department?
2. What quality assurance do you undertake?
3. What actions do you carry out to manage the use of exemption in the complaints procedure?
4. Highlight when and why a formal response would not be given to a complaint to outline reasons for its closure?
5. What considerations of the timeframes for response to complaints have been given within your department?

Please note it is the intention of the PAC to publish this letter and your response on the States Assembly website. Should any information be provided in confidence as appendices, please can this be specified in the response. We would be grateful of a response by Friday 20th March 2026.

Yours sincerely,

Deputy Inna Gardiner
Chair
Public Accounts Committee