

24 November 2025 - Anonymous 5

To: Scrutiny Communications <Scrutiny@gov.je>

Subject: DFDS

Dear Deputy Tadier,

I was really interested and pleased your Scrutiny Panel is reviewing the DFDS contract.

Previously I have been a regular user of ferry services to the UK with my car, via either Portsmouth or Poole as my grown up children cannot afford to return home due to the cost of accommodation in the island. I have many friends in a similar situation. During the whole debate about DFDS I have noticed it is always hospitality/tourism/ businesses e.g. .farming/hotels etc mentioned as the stakeholders. Yes, very important for the economy of the island I agree. But what about the needs of Residents, who seem to have been forgotten in any consultation?

I am attaching a letter which I posted to Chris Parker on 8th August and have had no reply or even the courtesy of an acknowledgement. I left it a month and telephoned the only number available to ring which appears to be someone in UK? or Denmark? Hayley said someone in Jersey would phone me. A day or two later I received a 'Private number' phone call while I was driving so could not answer obviously. Then discovered you cannot re-telephone a Private number call. The bottom line is there is no Customer service availability in the island which is not acceptable for a new service for the community.

I have friends who have been affected by the lack of services on several days a week during this year like I was, and a friend this Christmas who will not be able to return from their family holiday in France until several days into the New Year. This will obviously affect people trying to return to work after the Christmas break too.

I apologise for my ramblings and the attached long letter of concerns sent to Mr Parker, which admittedly is from the first six months of the year. I would welcome your advice generally and whether I should also send this communication to Deputies Morel and Farnham. But I see no evidence that residents have been considered in this whole process.

Kind regards

The Letter sent include points regarding:

- No Feedback system after a journey
- Lack of consideration for the residents who travel regularly
- No one in management available to talk to at check in desk
- Booking problems,

- Communication problems, delay in emails and cannot reply as does not recognise Jersey numbers
- Journey problems, no on board shop, continental plugs in the cabins, disappointing on board food offering