

Complaints Commissioner Speaks to Rotary Club Sunrise

Rotary Club Sunrise
February 09, 2011 4:42 pm AST

Rotary Club Sunrise of Road Town held their weekly meeting on Tuesday 8th February at Maria's By The Sea.

The guest speaker was Mr. Elton Georges, Complaints Commissioner.

He told the meeting that this is in the second anniversary of his appointment to the office of Complaints as Commissioner. The Complaints Commissioner receives complaints from members of the public about Government agencies (officials, departments or statutory bodies), investigates the complaints and if he finds them to be justified, writes a report on each with recommendations to the relevant government agency. He said that the Courts, Judges and Magistrates are outside his jurisdiction.

Mr. Georges said that his Office received 18 complaints in the first year and 30 approaches in the second year, of these 30 approaches, about 19 of them were investigated.

Mr. Georges said that after an investigation is concluded, the Commissioner will write his findings and opinion; he will inform both the complainant and the head of the Government agency involved. If he recommends action to remedy an injustice he will send a copy of the report to the Governor and every member of the Cabinet. If the complaint is found to be without substance, then he will inform the complainant, giving his reasons and findings.

Mr. Georges said that two of the most popular reasons for complaints made to his Office are when the relevant Government Department fails to respond to an application or responds in a negative manner and no reasons given for the reasoning behind the decision.

During Rotary Sunrise meeting a number of presentations were made Dr. Ronald McAnaney, Chairman of the HIV/AIDS Foundation spoke about a cocktail reception that will be held at Government House on February 25th, the proceeds of this reception will benefit the HIV/AIDS Foundation.

President Ken Guiste presented a check for \$500.00 on behalf of the Rotary Sunrise Club to Ms. Livia Hodge of the BVI Health Services Authority, to assist with the Nova South Eastern University Mission trip to the BVI. Ms. Hodge gladly accepted the check and spoke briefly about the various modern techniques that are being employed in the BVI for detecting hearing issues and speech impediments in children, and what is being done to help solve these issues when they are detected.

The Rotary Club Sunrise of Road Town was chartered on 31 March, 2009 with 23 members and has grown to 34 members. The Club meets Tuesdays at 7am at Maria's By the Sea Hotel.

For further information, please contact President Ken Guiste at telephone: +1 284 541 3041.