

## **COMPLAINTS COMMISSION CELEBRATES TWO YEARS**

**Wednesday, March 2** – “People who suffer from poor service need to complain. Responsible complaints help to improve services.” Those were the words of the to mark the second anniversary of opening of the Office of the Complaints Commission.



Mr. Georges, speaking at the press briefing, explained that he was an Ombudsman, “ an appointed official whose task it is to listen to complaints from people that have had bad experiences in dealing with government agencies.” He further explained, “It is the task of the office to investigate in a fair and impartial manner what happened to a complainant and whether action or inaction by a government agency caused injustice to a person or to persons.”

In the two years since the office opened its doors, they have logged 121 inquiries, completed 20 investigations and made 72 recommendations. Additionally, they have laid on the table in the House of Assembly three special reports and their 2009 annual report.

In an effort to further educate the public about the functions of the Complaints Commission, the office will be embarking on a month-long education campaign where they will launch their website, which will allow persons to submit complaints on-line, and participate in poll surveys about issues in the public interest; their customized electronic complaints management system, which will allow them to properly manage complaints resolution more effectively, making the office more efficient while cutting back on the usage of paper; and their service charter, which outlines the standards to which the public can hold them accountable.

The service charter will be available on their new website for easy reference and download. The office will also have an account on the popular social network - facebook where they will be able to connect and network with regional and international Ombudsman institutions around the world.

Additionally, staff from the office will visit the Sister Islands, hold speaking engagements with government and non-government organisations and make appearances on GIS’ Radio Report and Public Eye. To culminate the month, the Cayman Islands Complaints Commissioner, Mrs. Nichola Williams will visit the Territory to assist the Royal Virgin Islands Police Force with a complaints system they are currently developing.

The Complaints Commission was officially opened on March 3, 2009. The Commissioner, who is appointed by the Governor, is governed by the Complaints Commissioner Act, 2003.