

SECTION: 251
TITLE: INTERNAL COMPLAINTS PROCESS
EFFECTIVE DATE: 16 September 1996
REVISED: 5 January 2009



It is the policy of Cayman Islands Emergency Communications & Electronic Monitoring Department (CIEC911) to maintain an Internal Complaints Process.

DEFINITIONS

Inquiry is defined as “a question regarding an action or lack of action performed by the Department that, depending on the answer provided, may or may not result in a complaint.”

Complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Department or its staff affecting a member of the public, a user agency of the Cayman Islands Emergency Communications Centre, or another Government department.”

PROCESS

In the event an inquiry or complaint is received from a **member of the public regarding any activity likely to be associated with CIEC911 (e.g. response times, behaviour or attitude of the telecommunicator)**, the person receiving the call should:

- Refer the caller to speak to the CIEC911 supervisor on duty;
- The CIEC911 supervisor will answer an inquiry to the best of their knowledge and ability. If the answer to the inquiry generates a complaint, the supervisor will obtain a name and contact number to be forwarded to the Assistant Manager (or Manager).
- If the employee receiving the call is the person against whom the complaint is being made, they should remain courteous and professional and ensure that the details are forwarded. However, they should offer the caller an opportunity to speak with someone else.
- CIEC911 staff members' names may generally be released to the public. However, if threats have been made against the staff member involved in the complaint, all CIEC911 staff members' names (with the exception of Management's) may be withheld for cause.

- The caller should be advised that all complaints are investigated by the Assistant Manager or Manager.
- In the event the complainant is not satisfied, he/she should be directed to the Internal & External Affairs Portfolio to register the complaint.

In the event an inquiry or complaint is received from a **member of the public regarding any activity associated with a CIEC911 user agency (RCIP, CIHSA Ambulance or Fire Service** (e.g. behaviour or attitude of the police officer, etc.), the person receiving the call should:

- Advise the caller that they need to speak to the supervisor on duty for the user agency specified.
- The employee receiving the call will obtain a name and contact number for the caller and provide that immediately to the appropriate user agency's supervisor on duty or will provide the administrative telephone number for the user agency to the caller in which to make the complaint directly.

In the event that an inquiry or complaint is received from a member of a **CIEC911 user agency or another Government department**, the person receiving the call should be handled identically as if the complaint or inquiry was received from the public.

- All persons making a complaint are to be assured that the Assistant Manager/ Manager will contact the originator of the complaint on the next business day.
- All complaints are to be investigated by the Assistant Manager/Manager using the **CIEC911 Complaint Form**.
- All complaints will be tracked on the **CIEC911 Complaint Tracking Form**.
- If the complaint resulted from the way a phone call or radio transmission was handled, the CIEC911 staff member involved will be given the nature and details of the complaint and an opportunity to explain.
- The Assistant Manager/Manager will pull the recording of that conversation, if it is available, and listen to it before forming an opinion or judgement.
- Once the recording is reviewed, if the CIEC911 staff member is found to have demonstrated unprofessional conduct, the Disciplinary Policy will be followed.

- In the event the CIEC911 staff member was unprofessional, he/she will be asked to contact the complainant and offer an apology. In most cases, the Assistant Manager or Manager will first apologise on behalf of the department and will seek permission from the complainant for the staff member to contact them.
- The Assistant Manager/Manager will contact the complainant within 14 days regarding the outcome of the investigation. Specific information regarding disciplinary action of the CIEC911 staff member will generally not be provided to the complainant.

CONFIDENTIALITY

All persons making a complaint are to be assured that their complaint will be handled objectively and with the highest degree of confidentiality possible. Identities of persons making a complaint will be withheld from anyone not directly involved with the incident and subsequent investigation.



911 Emergency Communications & Electronic Monitoring

INTERNAL COMPLAINTS PROCESS COMPLAINT FORM

Received by _____ Date ____/____/____ Time _____

Complainant Name _____ Department _____

Address _____

Contact Phone _____ Email _____

Occurrence Date ____/____/____ Time _____

Incident Type _____ Location _____

Nature of Complaint:

Note: Complainant to be re-contacted no later than 14 days from date of complaint.

Investigation:



**CAYMAN ISLANDS
EMERGENCY COMMUNICATIONS & ELECTRONIC MONITORING**

**INTERNAL COMPLAINTS PROCESS
COMPLAINT TRACKING FORM**

#	Date	Type	Complainant Name	Brief Summary	Investigator	Complainant Re-contacted
08-01						
08-02						
09-01						
09-02						
08-05						
08-06						
08-07						
08-08						
08-09						
08-10						
08-11						
08-12						
08-13						
08-14						
08-15						

