

## Can I Appeal Against the Outcome?

Yes. If you are not satisfied with the written reply, you may ask for your complaint to be looked at again.

Please write, giving the reasons why you are not satisfied and include any previous correspondence related to this appeal, to the following address:

HM Greffier  
Royal Court House  
St James Street  
St Peter Port  
Guernsey  
GY1 2NZ

HM Greffier will independently examine your appeal and you will be told of the outcome of your appeal and given a full explanation in writing.



Thank you for taking the time to read this leaflet and for your cooperation.

Should you require any further information please contact us:

Telephone: 01481 725277

Email: [hmgreffier@gov.gg](mailto:hmgreffier@gov.gg)

Website: [www.guernseyroyalcourt.gg](http://www.guernseyroyalcourt.gg)



## COMPLAINTS

Against the Offices of  
HM Greffier,  
HM Sheriff and Sergeant,  
and Bailiff's Chambers



## Introduction

The Offices of HM Greffier, HM Sheriff and Sergeant, and Bailiff's Chambers are committed to providing a high standard of service to the Public.

We aim to do our job in a fair and reasonable way and to provide you with an efficient service.

Whether you are an individual, company or other organisation if you are not satisfied, please tell us straight away.

We will look into your complaint and inform you of the outcome.

## How can I complain?

If you feel that you have been unfairly or discourteously treated during the customer services provided (excluding court decisions for which there is a separate appeal process), you should first speak to:

- The individual staff member (at the time);
- The line manager of the staff member;

explaining why you are not satisfied.

If you are still dissatisfied then you may also write to:

**The Head of Operations  
Royal Court House  
St James Street  
St Peter Port  
Guernsey  
GY1 2NZ**

Please include:

- Your name and address; and,
- The full details of your complaint including the time and the place of an individual event.

## What will happen?

### Oral Complaints

If you complain in person to the member of staff, he or she will try to resolve the matter with you right away.

If you are not satisfied, you can ask to speak to a manager who will look in to your complaint. You may be asked to give more information.

### Written Complaints

If the matter cannot be resolved orally, you may complain in writing.

If you complain in writing, your letter will be acknowledged and the matter investigated. You may be requested to provide further information.

When all the facts are received, a member of the Senior Management Team will investigate your complaint. You will be given a full response in writing at the conclusion of the investigation.