



Department of Planning: Compliment/Complaint Procedure

As part of the Planning Department's commitment to continuous customer service improvement, we have implemented an Internal Compliment/Complaint Process (ICP). Members of the public who feel that they were provided exemplary service or not treated appropriately by a staff member can now lodge a compliment/complaint and have those concerns addressed. The process is explained below, as is the Complaint Form. Copies are available in our reception areas in Grand Cayman and Cayman Brac and online at www.planning.gov.ky.

The procedure:

1. Any member of the public is entitled to submit a compliment/complaint to the Planning Department if they believe that they have received/not received satisfactory/exemplary service by a member of the Department;
2. The customer will be asked to complete and sign the Internal Compliment/Complaint Form. If, for any reason they are unable to complete the form on their own they will be assisted by a member of the Planning Department staff;
3. Forms can be submitted in person, by mail, fax or email (details on the form).
4. Upon receipt, the compliment/complaint form will be date stamped, assigned a reference # and scanned into the Compliment/Complaints Register;
5. The customer will be provided with a copy of their submission and the original kept by the Planning Department;
6. All compliments/complaints are forwarded to the Director within one (1) business day of receipt;
7. In the event that the compliment/complaint is made to: **Chief Officer**, Ministry of Finance, Tourism and Development, 5th Floor, Government Administration Building, 133 Elgin Ave., George Town, Grand Cayman P.O. Box 113, KY1-9000; Tel 345-244-2458; Fax 345-945-1746;
8. Within two (2) days of receiving the compliment/complaint, the Planning Department will send an acknowledgement letter to the customer advising that the **Director** has received the complaint and the time line that they can expect a response;
9. The **Director/other senior staff** will conduct the investigation and provide a draft report within **10 workdays**. However, if this timeline is not possible for whatever reason the customer will be informed in writing of the delay, the reasons for it and the new date of a response;
10. The **Director** will provide the report of findings and action taken/to be taken no later than **30 days** from receipt of compliment/complaint;
11. Should the complainant not be satisfied with the response from the **Director** he/she will be advised that the issue may be addressed to the Chief Officer, Ministry of F. T. & D. (see item 7 above).

All lessons learnt from complaints received, along with the outcomes, will be reviewed and discussed in a strict confidence at the Planning Department's bi-monthly managers' meeting in an effort to improve service delivery.



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**For Internal
use only**

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Person Making the Compliment/Complaint:

Name:

Contact Information:

Mobile:(345)-

Office/Home: (345)-

Email:

PO Box

KY

Residential Address: House #

Street:

Block/Parcel:

Details of Compliment/Complaint:

Employee's Name:

Date(s) of action(s) leading to compliment/complaint:

Reasons:

Signature:

Date:

Send to: Director of Planning, PO Box 113, Grand Cayman KY1-9000, or fax to (345) 769-2922, or email: Haroon.Pandohie@gov.ky or **deliver to:** Grand Cayman: 4th Floor Government Administration Building, 133 Elgin Av., or in Cayman Brac & Little Cayman: Andrea.Stevens@gov.ky, or **deliver to** Planning Office, 2nd Floor District Administration Building, Stake Bay, Cayman Brac or fax to 345-948-2422.