COMPLIMENTS AND COMPLAINTS POLCIY

LANDS AND SURVEY DEPARTMENT
CAYMAN ISLANDS GOVERNMENT

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Compliments or Complaints Policy

Key details

TITLE:	Compliments or Complaints Policy
PREPARED BY:	Sophia Williams, *Deputy Director*
IMPLEMENTATION:	All L&S Offices *(Grand Cayman and Cayman Brac)*
L&S REVIEW:	Director/All Section Heads
REVIEW AND APPROVAL:	______________________________ Uche Obi, Director Lands & Survey, October 2025
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Document Revision History

Date	Description of Change	By	Version
October 2025	First version of policy established.	S. Williams,	1.0

Contents

Purpose

This Policy sets out how Lands & Survey Department ("the Department") receives, records, acknowledges, investigates, and resolves complaints in a fair, timely and accessible manner. This will helps us to learn from feedback in order to improves services and how unreso;lved complaints may be escalated to the Chief Officer, Ministry of Planning Lands, Agriculture, Housing & Infrastructure (PLAHI) for independent review.

Scope

This Policy applies to all feedback about the Department's services, decisions, processes, information, facilities and staff conduct in the course of duty. It does not cover

- FOI request (handled under the FOI process)
- Matters before the Registrar as a Hearing or the Court
- Complaints about other public authority (direct those authorties processes first)

The Department accepts complaints made directly by individuals or through authorized representatives.

Definitions

Compliment: Positive feedback recognizing helpful service, good outcomes, or excellent conduct.

Complaint: An expression of dissatisfaction, however made about the standard of service, actions or lack of action by the Department or its staff, where a response is expected,

Policy and Statement Principles

We welcome feedback and commit to;

Accessibility: accept feedback by email, phone, in person or via web form, provide assistance if needed.

Simplicity: No form is required (a form remains available for those who prefer it).

Fairness & Impartiality: Those directly involved in an incident will not decide its outcome.

Timeliness: Clear service standards for acknowledgement and responses.

Confidentiality & Data Protection: Handle personal data on a need to know basis under CIG requirements.

Learning: Record themes and implement improvements.

How to Submit Feedback

Channels: Email, phone, in person at our offices, or the optional form on our website. Staff will assist anyone who cannot submit in writing by making a written record and confirm it with the person.

What to include: name and contact details, what happened, where and when, any reference numbers. The outcome sought.

Record and Tracking

1. All feedback is logged in the Feedback Register with a unique reference number, dates channel, summary, assigned owner, milestones (acknowledgements, response, closure), outcome and actions.
2. Compliments are shared with the relevant Head of Section and HR for recognition
3. Complaints are categorized (e.g., service delay, staff conduct, information accuracy, fees/payment, system access) to support trend analysis and reporting.

Service Standards

Acknowledgement within 2 business days of receipts (all channels)

Substantive response within 20 business days of acknowledgement.

Extensions if more time is needed due to complexity/multi-section issues, the complainant will be told why and given a date.

Roles and Responsibilities

All staff -Receive feedback courteously, record or promptly channel it, protect confidentiality;

Section Heads – Triage and assign case owners, monitors deadlines, implement corrective actions

Case Owner – Gather facts, review records, interview relevant parties, keep a chronology draft the response and remedy recommendation

Director/Deputy Director- Approve outcome and remedies, address conflicts of interest, champion learning

Process (Complaints)

Receipt & Acknowledgement – confirm receipts, reference number, expected timelines, and any further details needed.

Assessment & Assignment – identify complaint type, risks, and an impartial case owner.

Investigation – review documents, system records, correspondence, speak with complainant and staff, assess evidence objectively.

Decision & Remedy – Decide findings and proportionate remedy.

Response – Provide a clear written outcome explaining the decision, reasons, any apology, and actions taken, next steps and escalation rights.

Closure & Learning – Update the register, note systemic issues and improvements, share lessons with management team.

Remedies

Depending on the circumstances, remedies may include explanation, apology correction of records, expedited or re-performed service, fee refund, staff coaching/training, process change or other proportional action.

Escalation and Review

Internal Review: If the complainant is dissatisfied with the initial outcome, they may request an internal review by a senior office not previously involved. The reviewer will reassess facts, reasonings, and remedy. A written outcome will be provided within 20 business days of acknowledging the review request (or a new date will be given with reasons if more time is needed).

Ministry review: If unresolved after internal review, the complainant may escalate to the Chief Officer, Ministry of PLAHI for an independent review of the Department's compliant handling and outcome. The Department will provide the Ministry with relevant records and a chronology and will promptly implement any recommendations.

Complaints About the Director – the complainant may request immediate escalation to the Chief Officer, PLAHI instead of an internal review.

Ombudsman Office: If you are unhappy with outcome of the complaint, you have the right to take your complaint to the Office of the Ombudsman via the contact details below:

Office of the Ombudsman
5th Floor, Anderson Square,
64 Shedden Road, George Town,
Grand Cayman P.O. Box 2252,
Grand Cayman KY1-1107,
Cayman Islands
https://ombudsman.ky/make-a-complaint info@ombudsman.ky +1 345 946 6283

Anonymous & Third-Party Complaints

The Department accepts anonymous complaints and will assess them on their merits, investigates may be limited if details are insufficient.

Third party representatives must have the complainant's consent unless there is safeguarding or serious risk basis to proceed.

Unreasonable or Persistent Conduct

Where behaviour is abusive, vexatious or disproportionate, the Department may set reasonable limits (e.g,. preferred channels, a single point of contact, contact frequency) while addressing the underlying issues.

Privacy & Data Protection

Personal information obtained while managing feedback is handled in line with the Departments data protection policy and only shared on a need-to-know basis for investigation and resolution.

Monitoring and Reporting

Quarterly management reviews consider volume, categories, timeliness, outcomes, escalations and actions taken. Themes and improvements are recorded.

Training and Awareness

Supervisors and case owners receive periodic training on investigations, clear writing, remedies, and respectful communication.

Related Documents

Compliments and Complaints – website – how to contact us, what to include and service standards

Feedback Register – internal log

FOI Policy and Procedures – see Freedom of Information section

Data Protection guidance – see Data Protection Policy and External Privacy Notice.