# PAN-ISLAND

# GUERNSEY PROCESS FOR COMPLAINTS

COMMISSIONER FORSTANDARDS

NOTIFICATION

Commissioner will notify complainant

and Member who is subject of the complaint









Sent directly to the Commissioner for Standards (by a Member or member of the public)

Sent to the States' Greffier who forwards complaint to the Commissioner for Standards (subject to complainant's consent)



Commissioner acknowledges complaint and sends a copy of the complaint and any evidence received to the Member who is the subject of the complaint

#### PRELIMINARY ASSESSMENT

Commissioner does a preliminary assessment, usually seeking a written reply from the Member in relation to the allegations

#### DECISION

Commissioner decides whether the complaint is admissible or inadmissible or whether it is of a minor nature which could be dealt with through remediation

If inadmissible

If admissible

## INVESTIGATION

Commissioner will undertake an investigation into the complaint in accordance with established procedures

### COMMISSIONER'S REPORT

Commissioner issues investigation report to the States' Greffier who provides a copy to the Complainant and the Member concerned.

If there is no appeal of the Commissioner's decision, The States' Greffier sends a copy of the report to SACC who then forward the report to the States Assembly

### APPEAL

The Complainant or Member can appeal the Commissioner's decision to the Appeals Commissioner ("AC") provided there are sufficient grounds as set out in the appeals process. The Appeals Commissioner will report their findings to the States' Greffier who will notify the Complainant and the Member and will send the report to SACC for them to forward to the States Assembly



The States