

Complaints Procedure

Women in Public Life is a group of volunteers who inspire and support the women of Guernsey to stand for public office. If we are not getting this right, please let us know.

In order to ensure our support remains at a high and improving standard, we have a procedure by which you can let us know if, for any reason, you are not satisfied with your dealings with our group.

Making a complaint at the time

If you are unhappy about any aspect of the support you have received from Women in Public Life, please speak to the relevant Committee member or volunteer directly. If you feel this is difficult or inappropriate then speak to the Chair.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint later

If you are not satisfied with our response or wish to raise the matter more formally, please email the Chair. (If your complaint is about the Chair, please write to the Secretary). All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

All complaints will be reviewed at the next meeting of the Committee.

Finally, please also let us know if you are happy with Women in Public Life's support.

Email address for the Chair: hello@womeninpubliclife.gg

Email address for the Secretary: recruitment@womeninpubliclife.gg.