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## Complaints

The Complaints Commissioner recommends that we have an Internal Complaints Procedure. Our policy for handling complaints is set out below.

What do we mean by a complaint ?

We define a complaint as "an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Office of Director of Public Prosecutions or its staff affecting a member or members of the public".

How do we handle complaints ?

In the first instance, your complaint will be handled by the Witness Care Officer. We will try to resolve your complaint as soon as we receive it. If the matter cannot be resolved immediately, we will write to acknowledge receipt of your complaint within five working days of it being lodged.

We will send a full written response to your complaint within 25 working days of its being lodged. This could be our final response to your complaint or a progress report of how we are investigating your concerns.

Where we have provided you with a progress report, we will continue to provide you with further reports, until your complaint has been dealt with. If we have not acknowledged your complaint within five days of receiving it or have not provided you with a full written response within 25 days, then we will write to explain the reasons why and to give you a date by which we expect to be able to give you a full or final response.

How do we put things right ?

If your complaint is found to be justified, we will write to apologise to the people concerned, and if necessary, the matter will be reported to the Director of Public Prosecutions to consider remedial action.

What if the complaint is anonymous ?

We will investigate anonymous complaints in the same way outlined above and seek to put things right if the complaint is found to be justified. However, if an anonymous complaint involves alleged misconduct by a member of staff which, if proven, would be grounds for

disciplinary action, then the appropriate officer responsible for disciplinary matters will investigate the complaint.

### Making a Complaint

You can make a complaint in the following ways :

- In person at the Office of Director of Public Prosecutions (2nd Floor Bermuda House, Cayman Financial Centre, Dr. Roy's Drive)
- In writing to : Director of Public Prosecutions, Office of Director of Public Prosecutions, 2nd Floor, Bermuda House, Cayman Financial Centre, P.O.Box 2328, Grand Cayman KY1-1106
- By email : [dpp.complaints@gov.ky](mailto:dpp.complaints@gov.ky)

When making a complaint, try to give us as much detail as possible, for example :

- What service, policy, person or aspect of the Portfolio/Ministry/Department you are complaining about.
- If appropriate, the date, time and location where an incident may have taken place and who may have been affected.
- Any expectations you may have had of the Office of Director of Public Prosecutions's services, as a result of information we provided or what staff of the Office of Director of Public Prosecutions may have said.
- Your name, address and contact details so that we can respond to your complaint.
- Anything else which you think would help to make your point and help us to investigate your concerns.