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*Your Ref:*

*Our Re*

## **Cayman Islands Government**

### **Public Transport Unit**

#### **INTERNAL COMPLAINTS PROCEDURE**

1. A complaint can be received from any member of the public. Once a PTU employee recognizes that a member of the public is not satisfied, they will inform her or him of the internal complaints procedure.
2. The person is initially asked to complete the PTU Complaints Form and return it to the Director or his designate.
3. Once the PTU complaint form is received, it is numbered and stamped with a date and forwarded to the Director of PTU. If the PTU Complaints Form was completed in person at the office, the complainant would receive a photocopy of the stamped complaint form with complaint number. Otherwise a photocopy of the stamped complaint form will be sent to one of the complainant's contact details within two business days.
4. All PTU complaint forms are forwarded to the Director by the close of business on the date that the Complaint form was completed and/or received.
5. PTU staff member will be given a copy of the written complaint and given 5 business days to address the complaint per PSML requirements.
6. All complainants will be notified that a written response from the Director or designate addressing the complaint will be sent within 15 business days. The written correspondence will include remedies and/or apologies where appropriate.
7. The PTU Complaint Form, along with all written correspondences concerning the complaint, is filed in the PTU Complaints File for 3 years.

8. Should the complainant not be satisfied with the response from the Director, then the complainant would be advised that they could report their complaint to the Chief Officer responsible for Transport. If not satisfied with the Chief Officer response then the complainant would be advised that they could report their complaints to the Office of the Ombudsman.
9. All Complaints received, along with the outcomes, will be reviewed and discussed in a strictly confidential manner at regular staff meetings as an effort to improve service delivery.