



Customer Service Feedback and Complaints Procedure March 2008

General Policy

ESO seeks to provide statistical and economic research services within the framework of the Statistics Act (Revision 1996), and in a manner that reflects its core business values of confidentiality, integrity, community ownership, transparency and accountability.

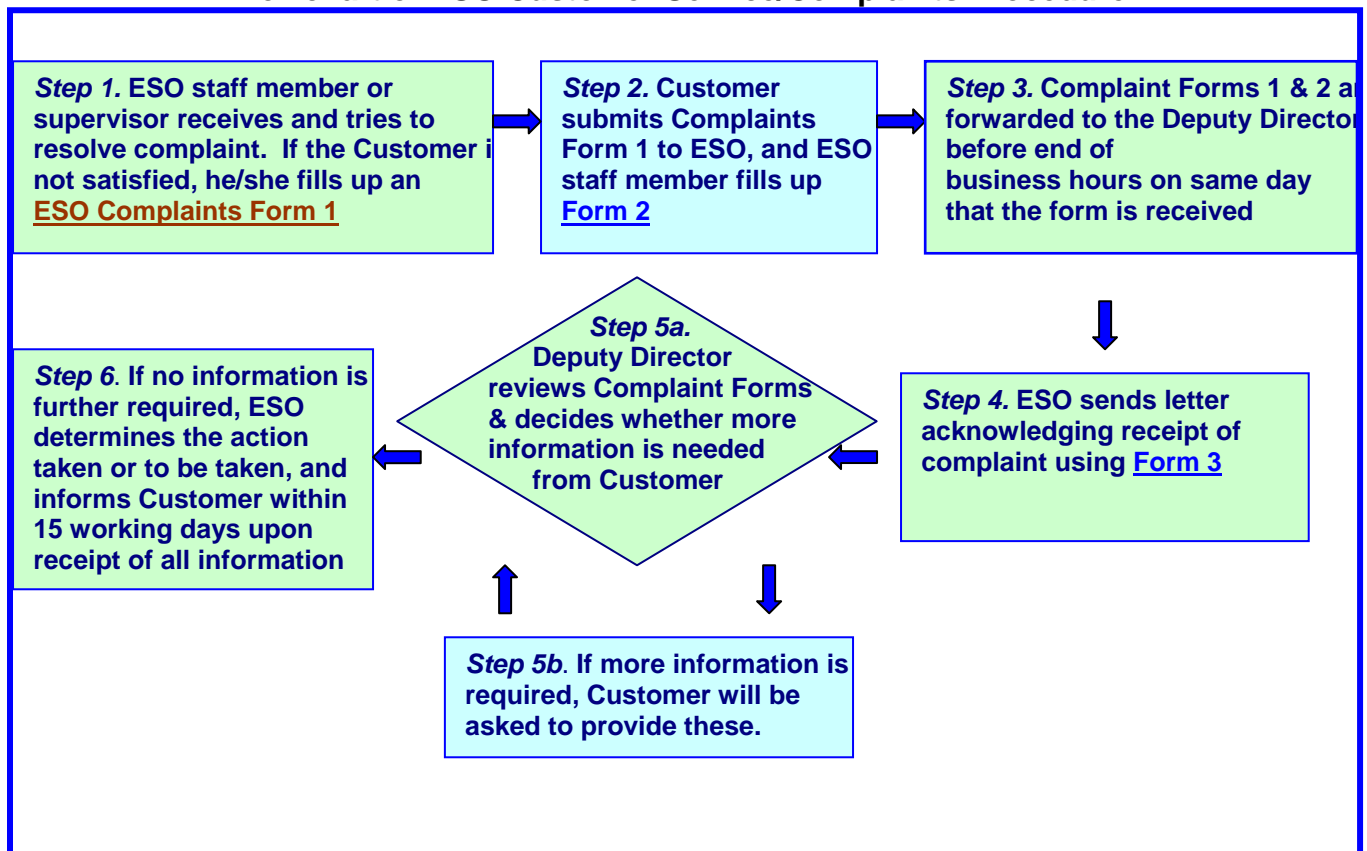
ESO encourages feedbacks from any customer on the quality of its services including the conduct of surveys or censuses. As a matter of policy and best practice, the staff members of ESO shall strive to directly address at their level any concern received from a customer. However, there may be cases where these concerns may not be resolved to the satisfaction of the customer. In such cases, the customer shall make use of this Customer Service and Feedback Procedure.

All forms that are received, along with the outcomes, will be reviewed and discussed in a strictly confidential manner at staff meetings in an effort to improve service delivery.

Procedure

The flowchart below along with the explanations shall guide the filing and resolution of complaints.

Flowchart of ESO Customer Service/Complaints Procedure





Step 1

Normally, concerns on ESO service will come from survey respondents or data users. Respondents are expected to raise their questions/concerns with the enumerators or the survey supervisor. Data users usually discuss their concerns with the staff responsible for the relevant data set or report. Utmost effort should be exerted by the staff or the supervisors to satisfactorily address the complaint at this level.

However, if the customer is **not** satisfied, the staff member will inform her or him of the ESO Complaints Procedure. This procedure is also available at www.eso.ky, through email or may be mailed to the customer upon request.

Step 2

The person is initially asked to complete the [ESO Complaints Form 1](#) (available on the ESO website, by email or from the office) and return it to the office. If it is not possible for a customer to complete the ESO Complaints Form, then the staff member will write the complaint details on the Form; however, he/she may be asked to clarify the information to the Deputy Director if so needed. There is also a possibility for the staff member to note any observations and additional information about the complaints on the form.

Once the ESO Complaints Form 1 is received by the staff member, it is numbered and stamped with the date. If the ESO Complaints Form 1 was completed in person at the office, then the customer would receive a photocopy of the stamped form with their complaints number.

Step 3

The staff member completes [Form 2](#) Box 1. He/she then forwards the Complaints Form 1 and Form 2 to the Deputy Director by the close of business on the date that the Complaint Form 1 was completed and/or received.

Step 4

A written notification of receipt is sent by the Deputy Director to one of the customer's contact details using [Form 3](#). The notice will also inform him/her that a written response from the Director of the ESO or his/her authorized representative addressing the complaint will be sent within 15 working days after all information have been submitted.

Step 5a

The Deputy Director will review the Forms forwarded to him and determine whether additional information is needed from the customer or the staff member. He/she shall discuss the matter with the Director before additional information is requested from the customer.

Step 5b

If more information is needed, the Deputy Director will contact the customer. If the customer cannot immediately provide the additional information, both shall agree on a reasonable timetable.



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Step 6.

Once the Deputy Director determines that all necessary information is available, he/she will recommend the action to be taken by ESO and discuss this with the Director. The staff member concerned and/or his/her supervisors shall be consulted. The Deputy Director will then prepare a draft letter on the matter. [Form 2](#) Box 1 is then completed by the Deputy Director.

The written correspondence to the complainant will include remedies and/or apologies where appropriate.

The ESO Complaints Form 1 and 2, along with all written correspondences concerning the complaint, is filed in the ESO File (ESO/ADM/7) for 7 years.

Should the customer find the response from the Director/Representative unsatisfactory, then he/she would be advised that they could report their complaints to the Portfolio of Finance and Economics. The complainant will be advised of the [Complaints Procedure of the Portfolio of Finance and Economics](#).