



COMPLAINTS ABOUT THE OAG

Policy and Procedures

Effective: September 2023

To be reviewed: September 2026

*To help the public service
spend wisely*

TABLE OF CONTENTS

Introduction	1
What do we mean by a complaint?	1
Types of complaints about OAG	1
How to complain about OAG.....	1
How we handle complaints	2
If you are not satisfied with our response.....	3
Contact Details	3

INTRODUCTION

1. The Office of the Auditor General (the “OAG” or “Office”) strives to ensure that it provides the highest standard of service to satisfy and meet the needs of its stakeholders. We do, however, recognise that from time to time things may go wrong and that sometimes people are not happy with what we have done. Our process for complaints about the OAG aims to resolve matters quickly and allows us to learn any lessons for the future.

WHAT DO WE MEAN BY A COMPLAINT?

2. The OAG’s definition of a complaint is as follows:

‘A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by the OAG or its staff, affecting one or more members of the public.’

TYPES OF COMPLAINTS ABOUT OAG

3. We consider complaints about the following:
 - How we carry out our legal duties. For example, appointing auditors and publishing reports.
 - Bad or inefficient management of the OAG.
 - Services we provide.
 - The reasonableness of the processes followed and the decisions made by our staff.
 - The behaviour of our staff, OAG consultants and contracted auditors.
 - How our staff and contracted consultants and auditors carry out their work.

HOW TO COMPLAIN ABOUT OAG

4. If you have any concerns or are dissatisfied with any part of our work, you should first give us a chance to deal with your complaint informally. If you are not sure whom to contact, or if you need any help or advice, please contact Katrina Thomas at (345) 244 3222 or email: katrina.thomas@oag.gov.ky. If you wish to make a formal complaint, this can be done verbally or in writing.

5. When making a complaint, try to give us as much detail as possible, for example:
 - What service, policy, person or aspect of the OAG 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 OAG's services, as a result of information we provided or what staff of the OAG may have said.
 - Your name, address and contact details so we can respond to your complaint.
 - Anything else that you think would help to make your point and help us to investigate your concerns.

6. Complaints that are more than 6 months old from the time you became dissatisfied with our service will not normally be investigated.

HOW WE HANDLE COMPLAINTS

7. We commit to dealing with your complaint fairly, politely and as quickly as possible.
 - In the first instance, your complaint will be handled by the Corporate Services Manager unless the complaint directly involves her. 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 may be our final response to your complaint. However, if we need to carry out a more detailed investigation and ask for further information, our response may take longer. If this is the case, we will provide a progress report of how we are investigating your concerns and give you a date by which we expect to be able to give you a full or final response.
 - 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 your complaint is found to be justified, we will inform you, and the Auditor General will determine the appropriate remedial action to be taken.
 - If we conclude that your complaint is not justified, we will write to you to explain why.
 - If a complaint is repeated persistently and vexatiously, we may bring the communication to a close.
 - We will not normally act on anonymous complaints. However, we will review them to identify any patterns of behaviour or misconduct.

IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

8. If you are not satisfied with our response you should write to the Auditor General, telling us your reasons for your continued dissatisfaction. The Auditor General will consider if your complaint has been dealt with properly, if our response was suitable and whether any further action is necessary. The Auditor General's decision will be sent to you in writing.
9. If you are unhappy with the Auditor General's final decision, and/or you believe that you have been the victim of maladministration by the OAG, you may refer the matter to the Ombudsman. The Ombudsman is an independent person who investigates allegations of maladministration causing injustice to the person who has complained.
10. You must have attempted to resolve any issue through the OAG's Complaints Procedure before contacting the Ombudsman.

CONTACT DETAILS

OAG

Mrs. Sue Winspear, Auditor General

In person at the OAG (3rd Floor Anderson Square, 64 Shedden Road, George Town)

In writing to: Office of the Auditor General, PO Box 2583, Grand Cayman KY1-1103, Cayman Islands

Email: sue.winspear@oag.gov.ky

Telephone (345) 244-3201

Ms. Katrina Thomas, Corporate Services Manager

In person at the OAG (3rd Floor Anderson Square, 64 Shedden Road, George Town)

In writing to: Office of the Auditor General, PO Box 2583, Grand Cayman KY1-1103, Cayman Islands

Email: katrina.thomas@oag.gov.ky

Telephone (345) 244-3222

OMBUDSMAN

Physical Address: 5th Floor, Anderson Square, 64 Shedden Road, George Town

Mailing Address: PO Box 2252, Grand Cayman KY1-1107, Cayman Islands

Email: info@ombudsman.ky

Telephone: (345) 946-6283