

**INTERNAL COMPLAINTS PROCEDURE**

1. A complaint can be received from any member of the public. Once a Department of Tourism (DoT) 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 Department of Tourism‘s Complaints Form and return it to the office. If it is not possible for complainant to complete the Department of Tourism’s Complaints Form, then the staff member will write the complainant’s details on the form and submit to the Director. There is also a section for the staff member to note any observations and additional information about the complaint and complainant on the form.
3. Once the Department of Tourism Complaints Form is received by staff member of the Department of Tourism, it is numbered and stamped with a date and forwarded to the Director. If the Department of Tourism Complaints Form was completed in person at the office, then 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 Department of Tourism Complaints Forms are forwarded to the Director by the close of business on the date that the Complaint Form was completed and/or received.
5. All complainants will be notified that a written response from the Director or her designate addressing the complaint will be sent within 10 working days. The written correspondence will include remedies and/or apologies where appropriate.
6. The Department of Tourism Complaint Form, along with all written correspondences concerning the complaint, is filed in the Department of Tourism Complaints File for 7 years.
7. 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 of the Ministry of Tourism, Environment, Investment and Commerce (TEI&C) or to the Office of the Complaints Commissioner.
8. All Complaint Forms that are 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.