



CUSTOMER SERVICE POLICY & PROCEDURE FOR INFORMATION COMMISSIONER'S OFFICE

1. A complaint can be received from any member of the public. Once an ICO 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 ICO's Complaints Form and return it to the office. If it is not possible for a complainant to complete the ICO'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 ICO Complaints Form is received by a staff member, it is numbered and stamped with a date and forwarded to the Director. If the ICO Complaints Form was completed in person at the office, then the complainant would receive a photocopy of the stamped form with their complaint number. If a complaint form is received via any other method, then a copy of the stamped complaint form with complaint number along with a written notification of receipt is sent to one of the complainant's contact details.
4. All ICO Complaints Forms are forwarded to the ICO Director by the close of the 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 of the ICO addressing the complaint, which be sent within 10 working days. The written correspondence will include remedies and/or apologies where appropriate.
6. The ICO Complaint Form, along with all written correspondences concerning the complaint, is filed in the ICO's Complaints File (ICO/ADM/) for (7) years.
7. Should the complainant not be satisfied with the response from the Director, then the complainant would be advised that they can report their complaint to the Office of the Complaints Commissioner. Additionally, they would be informed that the matter will be brought to the attention of the Legislative Assembly.

Information Commissioner's Office		OFFICE USE ONLY	Complaint # _____
Date complaint received:		Additional information/observations from staff member receiving the complaint:	
Was complaint received in writing?	Y / N		
If written complaint, please circle method: Hand Delivery Mail Delivery Fax Email			
Was complaint received orally?	Y / N		
If oral complaint, please circle method: By Phone In Person			
Name of staff member receiving complaint:			
Staff member's signature:			
Date complaint investigation began:			
Date(s) contacted complainant for more information:			
Date written correspondence was sent to complainant from manager:			
Date the Commissioner was informed of the complaint:			

Please return to:

Information Commissioner's Office

Attn: Office Manager

P.O. Box 10727

Grand Cayman , KY1-1007

Tel. (345) 747-5402

Fax (345) 949-2026

Email: info@infocomm.ky