



THE COMPLAINTS COMMISSION
OF THE VIRGIN ISLANDS

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For more information on how to file a complaint, or general
questions in regards to the services we provide,
you can visit office at

#80 Main Street
Road Town | Tortola | The Virgin Islands
or our website at complaints@gov.vg.

The Complaints Commission has a role in improving public administration in the laws, procedures, practices and rules and regulations and the standard behavior of a public body or department of government in the Virgin Islands.

The Commission also provides a viable option for anyone resident in the Virgin Islands seeking redress against injustice arising from administrative action or inaction, bureaucratic errors, omission or abuse by a public body or department of government in the exercise of their administrative functions.

We are not a tribunal or a court of law! We do not prosecute, and can only make recommendations to resolve the matter. We rely on persuasion, good faith, mediation and reason to achieve compliance with recommendations.

Our job is to help people resolve complaints by mutual agreement. So, if you are unhappy with the service you have received from a public service provider, we may be able to help you. If you have been unable to sort out the problem with the body concerned you can complain to us.

Who can complain and about what

Anyone - and that includes public servants, a group of people or a corporation - who made contact with a government agency, ministry, authority and statutory board about anything and feels that the agency treated them improperly or unfairly. All residents or temporary residents within the Virgin Islands are covered. No fee is charged.

You can complain if you have been treated unfairly or improperly discriminated against, for example: denial of benefit for no good reason that others in the same position received, or that a government officer kept a member of the public waiting much too long for an important response or that the officer was rude, or unreasonable, or made a mistake.

The Complaints Commissioner advises that you first try to resolve the matter with the specific agency concerned, giving them a chance to respond correctly to the cause of the complaint before you contact the Commission.

Please note that certain offices cannot be investigated, for example the Governor, Auditor General and the Courts. Terms of employment and wages are also some areas we are prohibited by law from investigating. For further information on whom and what we can and cannot investigate, please visit our website at www.complaints@gov.vg.

All investigations are conducted in private. Confidentiality is maintained in the course of the Commission's investigation. In order to properly assess the complaint, the Government department involved is informed of the complaint and discussions are held with them to reach a resolution.

The Complaints Commission does not act on anonymous or frivolous complaints!

NOW YOU'RE in the KNOW!