**Capacity and Self-Determination (Jersey) Law 2016**

**Concern & Complaint Form**

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| ***Case Number:***  ***(Office use only)*** |

Please complete this form as fully as you can. If you do not have the information requested, leave the relevant section blank.

Please send the completed form to the Viscount’s Department by email or post to:

**Email**: k.thomas@courts.je

**Post**:

Regulatory Officer - Delegates

Viscount’s Department

Morier House

Halkett Place

St Helier

Jersey JE1 1DD

**1 Your Details (the person making the complaint)**

|  |  |
| --- | --- |
| Title | Mr / Mrs / Miss / Ms / Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Full Name |  |
| Address (including post-code) |  |
| Telephone |  |
| Mobile |  |
| Email |  |
| What is your connection to the person who has a delegate or attorney dealing with their affairs (the **Client**)? (e.g. family member/friend) |  |

**2 Details of the Client (the person who has a delegate or attorney dealing with their affairs)**

|  |  |
| --- | --- |
| Title | Mr / Mrs / Miss / Ms / Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Full Name |  |
| Date of birth or age (if known) |  |
| Home address (including postcode) |  |
| Is this the Clients current address | YES / NO |
| If No please provide details of their place of residence (e.g. Care home/hospital or other) |  |
| Contact number (phone or mobile) |  |

**3 Details of the delegate or attorney about whose conduct you are concerned or wish to complain**

|  |  |
| --- | --- |
| Title | Mr / Mrs / Miss / Ms / Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Name of individual |  |
| Business /firm name (if applicable) |  |
| Address (including post-code) |  |
| Telephone |  |
| Mobile |  |
| Email |  |
| What is their connection to the client (e.g. lawyer, family member, friend)? |  |

**4 Complaint**

**Please tell us here about your complaint or concern.** Please explain as fully as you can what your complaint or concern is. Investigating officers may contact you to clarify your concern or to ask for more details, but it would be helpful if you provide as much factual information and evidence supporting your complaint or concern as you can at this stage.

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**Please continue on a separate sheet if necessary**

**5 Signature**

**Please sign the form before you send it to us:**

**Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| As a ‘controller’ under the Data Protection (Jersey) Law 2018 we process and hold your information in order to provide public services and meet our statutory obligations. We may not be able to provide you with a service unless we have enough information or your permission to use that information. Below, we explain what we collect; how we will use your information; and what your rights are. | | |
| We have collected your personal details (including your name; address, contact details; and DOB) and we do this in order to carry out the service you have requested; to monitor and improve our performance; to ensure that we meet our legal obligations; to process financial transactions; to allow the statistical analysis of data so we can plan the provision of services; and to protect individuals from harm or injury. | We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. Please see our published retention schedules for more detail about how long we retain your information. We will not pass any personal data on to anyone outside of the States of Jersey, other than those who either process information on our behalf, or because of a legal requirement, and we will only do so, where possible, after we have ensured that sufficient steps have been taken by the recipient to protect your personal data. We do not process your information overseas using web services that are hosted outside the European Economic Area. At no time will your information be passed to organisations for marketing or sales purposes or for any commercial use without your prior express consent. | You can ask us: to stop processing your information; to correct or amend your information; for a copy of the information we hold about you. You can also: request that the processing of your personal data is restricted; and withdraw your consent to the processing of your information.  You can complain to us about the way your information is being used by contacting us at [viscount@gov.je](mailto:viscount@gov.je)alternatively you can complain to the Information Commissioner by emailing[enquiries@oicjersey.org](mailto:enquiries@oicjersey.org). |