

STATES OF JERSEY



STATES OF JERSEY COMPLAINTS PANEL: APPOINTMENT OF MEMBERS (P.106/2013) – AMENDMENT

Lodged au Greffe on 23rd September 2013
by the Privileges and Procedures Committee

STATES GREFFE

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Before the name “Mr. Stuart Catchpole, Q.C.” insert the name “Mrs. Claire Boscq-Scott”.

PRIVILEGES AND PROCEDURES COMMITTEE

REPORT

When the Privileges and Procedures Committee lodged the proposition (P.106/2013) on the appointment of 5 additional members to join the Complaints Panel, it explained in the accompanying report that one of the shortlisted applicants had not been available for interview alongside the other candidates in August, and that this candidate would be seen separately in September. The accompanying report explained that this candidate would, if considered suitable for appointment, be added to the main proposition by way of an amendment.

The candidate referred to was Mrs. Claire Boscq-Scott, who was interviewed on 13th September 2013 by the same interview panel that recommended the other 5 nominees, namely Advocate Richard Renouf, Chairman of the Complaints Panel, Mr. Julian Rogers from the Jersey Appointments Commission and the Greffier of the States. The interview panel was unanimous that Mrs. Boscq-Scott was suitable to join the Complaints Panel from which the members of individual Complaints Boards are chosen, and the interview panel was particularly pleased to be able to recruit a member of the community who is not already serving on other public bodies. A short summary of Mrs. Boscq-Scott's background and experience is attached at the **Appendix**.

PPC is grateful to the interview panel for undertaking the recruitment process and pleased to support the nomination of Mrs. Claire Boscq-Scott to join the other 5 nominees already listed in P.106/2013.

Financial and manpower implications

All members of the Complaints Panel serve in an honorary capacity and there are no financial or manpower implications arising from this proposition.

APPENDIX

Mrs. Claire Boscq-Scott

Mrs. Boscq-Scott, originally from France, has lived in Jersey since 2000. She has an extensive career of more than 20 years in the Hospitality and Tourism industry and has always been committed to standards, customer care, service delivery and service excellence. While living in France, she obtained a College Certificate from the Collège Fenelon in Grasse and a CAP Restaurant Hotelier and a BTH Hotel Management from the Lycée Hotelier in Nice. In England she obtained First Aider status with West Cheshire College and St. John's Ambulance. She undertook various courses in Food Hygiene and Health and Safety in the Work Place, as well as an MSPA Certification. She is at present studying the Chartered Institute of Marketing "Professional Certificate in Marketing" and the PITL (Preparing to Teach in the Lifelong Learning) both of which will be completed in December 2013.

Mrs. Boscq-Scott has Corporate Membership of the Chamber of Commerce in Jersey, Guernsey and the Isle of Wight, as well as the Jersey Hospitality Association. Other memberships include the 745 Breakfast Club; the Whiteley Association; the Chartered Institute of Marketing; the Institute of Directors; and she is a Member and Preferred Service Partner of the Immediate Impact Business Network. She is also a member of the Guernsey Women in Profession.

Mrs. Boscq-Scott worked at the St. Brelade's Bay Hotel for 6 years and later opened the Royal Yacht Hotel as Manager after its £30 million refurbishment, before moving to L'Horizon Hotel in 2007. She is now capitalising on her career in the hospitality industry by having set up '4 Star Services' in 2009, specialising in Mystery Shopping Service Management and Customer Service training, Market Research, together with Event Management.