

**WRITTEN QUESTION TO THE CHIEF MINISTER  
BY DEPUTY R.J. WARD OF ST. HELIER CENTRAL  
QUESTION SUBMITTED ON MONDAY 10<sup>th</sup> OCTOBER 2022  
ANSWER TO BE TABLED ON MONDAY 17<sup>th</sup> OCTOBER 2022**

**Question**

Will the Chief Minister indicate whether she will take action to bring forward Terms of Reference for a public inquiry for the resolution of outstanding complaints against the Government of Jersey, in accordance with Recommendation 17 of the Care of Children in Jersey Review Panel's report 'Redress and Accountability Systems in Jersey' (S.R.22/2021)?

**Answer**

The most effective mechanism for considering individual complaints of public service maladministration or service failure would be a Public Services Ombudsperson. Work on the Ombudsperson has been prioritised and I anticipate that legislation will be prepared in time to be considered by the States Assembly in 2023.

As stated in the response to the recommendation (S.R.22/2021 Res): "public inquiries are very high cost and should only be instigated where:

- there is no more suitable way to investigate a matter
- legal force is needed to compel people to give evidence
- the matter is of public concern
- the value to public can be justified.

It is not clear that these criteria could be met in relation to individual legacy complaints, as distinct from multiple complaints about a potential systemic failure."

A Public Services Ombudsperson would provide Islanders with a more enduring and effective mechanism through which to address unresolved complaints.