

- Any person has the right to make a complaint.
- All staff members of Boatswain’s Beach are responsible for receiving complaints.
- All complaints forms that are received, along with the results, will be reviewed and discussed in a strictly confidential manner at regular management meetings as an effort to improve service delivery. No information supplied will be used against a complainant or sent to a third party with the exceptions as listed below. Statistical information on complaints may be released but no personal identifying information will be released.
- At our discretion, issues of sensitive or serious nature may be forwarded to the Office of the Complaints Commissioner or other relevant authorities, and issues of criminal matters will be reported to the Royal Cayman Islands Police.
- The complaint file will be held (stored) for seven years.
- Acknowledgement of complaint will be sent within two Working days.
- Complaint will be addressed and remedies and/or apologies where appropriate within ten working days.
- All complaints will be handled by the Information Manager.
- If not satisfied with the decision of the IM you can request that the Managing Director review.
- If not satisfied with the Managing Director’s decision you have the right to take it to the Complaints Commissioner Office.

Cayman Turtle Farm OFFICE USE ONLY		Complaint # _____	D
		Date Received at FOI Office _____	
Date Complaint Received:		Additional Information/Observations from Staff Member Receiving Complaint:	E
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:		F	
By Phone In Person Third Party			
Staff Member Receiving Complaint: _____			
Staff Member’s signature: _____			
Date Complaint Investigation Began:			
Date(s) Contacted Complainant for More Information: _____	Date Written Correspondence Sent to Complainant from Information Manager: _____		
Copy of front page given to Complainant: _____			

Please return to:

The Information Manager
 FOI Office
 894 North West Point Road
 West Bay
 Grand Cayman
 Tel: (345) 949-3894 ≈ Fax: (345) 945-1918
 E-Mail: brentyates@boatswainsbeach.ky

