

STANDARDS IN PARISH SERVICE

November 2021

Thank you for volunteering your time and energy to serve the Parish of St John

The Parish seeks to provide the highest standard of service to all its parishioners.

We ask all our elected officers to be guided by this Standards in PARISH Service as you undertake your duties.

POLITE – we will be polite and courteous to all.

ACCOUNTABLE – we will make choices and decisions on merit recognising that we are accountable to the parishioners/those who have elected us.

RESPONSIBLE – we will act responsibly and not behave in a way which is likely to bring discredit upon the Parish. We will treat information with respect as we are aware of the consequences of breaching confidentiality and we will take care of Parish property.

IMPARTIAL – we will be impartial in decision-making treating everyone fairly and with respect and avoiding all forms of unlawful discrimination.

SERVE – we will always serve in the public interest and declare any private interests relating to our public duties so we avoid potential conflicts.

HONEST – we will act with integrity and be open and honest in all our dealings.

The Parish has a **COMPLIMENTS, COMMENTS and COMPLAINTS** policy.

We welcome compliments and comments from the public so we can identify areas of good service and those areas where we need to improve. Complaints will be dealt with as follows:

All officers - all complaints about the conduct of an officer will be addressed by the Connétable. Further, the Royal Court retains jurisdiction over all those elected or appointed to honorary parochial office and to whom it has administered the oath of office.

Honorary Police - complaints are dealt with in accordance with the Police (Complaints and Discipline) (Jersey) Law 1999 and the Police (Honorary Police Complaints and Discipline Procedure) (Jersey) Regulations 2000. The Regulations establish a Discipline Code for all members of the Honorary Police.

Parish Registrar/Deputy Registrars - the 'Role Description' prepared by the Superintendent Registrar in accordance with the Marriage and Civil Status (Jersey) Law 2001 sets out how complaints are investigated and managed.

Connétable - a complaint in the context of the Connétable's Parish role - depending on the circumstances – may be a matter in respect of which the Royal Court can exercise its jurisdiction. Complaints that there has been a breach of 'a code' by an 'elected member' of the States Assembly are investigated by the Commissioner under the Commissioner for Standards (Jersey) Law 2017.

Staff – the discipline and grievance policy is set out in the staff handbook.