



Complaint Form

Ref Number

Section A : To be completed by Complainant

Please ensure all required fields (*) are completed.

Name* Date*

Physical Address:

House#	Street Name		
Apt#	Bldg Name	Neighbourhood	

Select your District Bodden Town West Bay East End George Town
 North Side Cayman Brac Little Cayman

Mailing Address P.O. Box Postal Code

Telephone Numbers*

Home	Work	Mobile
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Email Address*

Department of Complaint:*

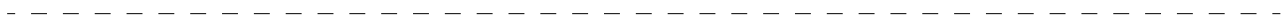
- Centre for Business Development
- Computer Services Department
- Cybersecurity Unit
- Department of Children and Family Services
- Department of Financial Assistance
- eGovernment Unit
- InvestCayman
- Ministry of Investment, Innovation & Social Development
- Sunrise Adult Training Centre

Nature of complaint* (Please provide details of individuals involved, dates times etc.)

I wish this to be treated as my formal complaint.

Signature

Please note that in accordance with our complaints procedures, you will receive an acknowledgement of receipt of your complaint within 5 working days. Where a full response is not possible within 5 working days we will notify you of the progress of your complaint and when a response can be expected.



Section B: To be completed by staff receiving the form/complaint

Received by **Date Received**

How was the complaint received? Written Verbal

Comments:

Actions already taken:

Signature

Date

Forward for Action to: Director Head of Section Others

Section C: To be completed by staff investigating complaint

Review/Analysis: (What was the cause of the problem?)

Reviewed by

Date

Corrective action: (What will be done to rectify the situation?)

Preventative action: (What action will be taken to prevent a recurrence of the problem?)

Where complainant details are provided, a response should be given within 5 working days.

Action by (Name)

Signature

Date

Response provided on (date)

Update provided on (date)

Thank you for completing this form. This form can be submitted via email to miisdcomplaints@gov.ky.
A copy of the Ministry's privacy notice can be found at gov.ky/issd.