

Internal Complaints Process (ICP)

As part of the National Housing Development Trust commitment to best serving the needs of our community we have implemented an Internal Complaints Process (ICP) whereby members of the public, who feel that they have not been treated appropriately by this Office have an avenue by which they are able to make complaints against the Office and have those concerns addressed. Copies of a pamphlet explaining the process, and complaint forms, are available in our reception area. Information about the process and the complaint form are also available online at www.nhdt.gov.ky.

The procedure:

1. Any member of the public is entitled to make a complaint to the NHDT if they believe that they have not been appropriately dealt with by the NHDT and its Representatives.
2. The complainant will be asked to complete and sign the Internal Complaint Form. If, for any reason they are unable to complete the form on their own they will be assisted by a member of the NHDT Staff.
3. Forms may be submitted in person to the NHDT Office; by fax (345) 945-7679; by email (in a PDF) to email nhdt.gov.ky ; or by post to PO Box 2379, Grand Cayman KY1-1105.
4. Upon receipt, the complaint form will be date stamped, logged and scanned into the NHDT's Case Tracker System as per standard office procedure.
5. The complainant will be provided with a copy of their complaint and the original kept by the NHDT.
6. All complaints are to be forwarded to the Complaints Officer within 24 hours of receipt.

7. In the event that the complaint is against the Complaints Officer, the complainant may make their complaint to the OCC Oversight Committee:

The Chairman and or The General
Manager
c/o NHDT Board
PO Box 2379
Grand Cayman KY1-1105

8. Within 5 days of receiving the complaint the NHDT will send an acknowledgement letter to the complainant advising them that the Complaint Officer has received their complaint and the time line that they can expect a response.

9. The Complaint Officer will endeavor to conduct his/her investigation and provide his/her findings and result within 30 calendar days. However, if the Complaints Officer finds reason for response to be delayed he/she will inform the complainant in writing of this delay and the reasons for it. Within this letter the complainant will also be informed of the expected length of the delay.

10. The Complaint Officer will provide his/her written response not later than 60 days from receipt of complaint. Written response to include remedies and/or apologies where appropriate.

11. Should the complainant not be satisfied with the response from the Complaints Officer they will be advised that their complaint may be addressed to the NHDT Board.

12. All lessons to be learned from complaints received, along with the outcomes, will be reviewed and discussed in a strictly confidential manner and documented for assist in addressing as an effort to improve service delivery.

Complaints Form



**NATIONAL HOUSING
DEVELOPMENT TRUST**

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