



Complaints Procedure by the General Public

On occasions the general public may feel that they have been treated unfairly by our officers or because they have fallen foul of legislation or our procedures. If a member of the general public is unhappy with any of our services it is important that they let us know.

Making a suggestion

Some persons may want to make a suggestion rather than a formal complaint, it may be a suggestion to improve our services to the general public. Any suggestions may be made by the following manner:

Telephone : +350 200 65465 (office hours)

Email : info@bca.gov.gi

In person : requesting to speak to a senior officer

Making a complaint

We aim to handle complaints quickly, effectively and in an honest manner. All complaints are taken seriously.

1. Front line staff (Senior Borders & Coastguard Officers and Duty Managers) – will handle any straightforward minor complaints verbally.
2. If the complaint is of a more serious nature and/or the person requires a written explanation, the complaint can be made in the following manner :

a) By letter addressed to:

Borders & Coastguard Agency,
Winston Churchill Avenue,
Gibraltar, GX11 1AA.

b) By email to info@bca.gov.gi



How we handle your complaint

- a) An acknowledgement of receipt of the complaint will be sent to you in the same form of communication within 5 working days.
- b) An appropriate member of management will be tasked with investigating the matter.
- c) All complaints will be investigated and it is our aim to provide you with a written reply within 21 working days. However should we not be able to reply within this timeframe, we would inform you of the expected date of reply.
- d) We would not be able to respond to a complaint if there is a criminal investigation taking place. We would inform you of such occurrence, although details cannot be provided.

How to help us deal with your complaint more efficiently

- a) Even though there is no time limit to place a complaint, it is recommended that the complaint is placed as soon as possible.
- b) Provide us with as many details as possible. Date, time and any relevant details.
- c) Our officers do not have to provide their names due to security reasons, but do have to provide their epaulette number to you.
- d) Provide us with a contact telephone number or email address, as during the investigation we may need to clarify some points.

Gibraltar Public Services Ombudsman

Should you not be satisfied with the manner in which we have dealt with your complaint, you can refer the matter to the Office of the Ombudsman. Their contact details are as follows:

Gibraltar Public Services Ombudsman
10 Governor's Lane
Gibraltar

Via email: complaints@ombudsman.gi

Telephone number: (+350) 200 46001

Web page: www.ombudsman.org.gi