

MINISTRY OF FINANCE AND ECONOMIC DEVELOPMENT (Core Ministry)
INTERNAL COMPLAINTS FORM

As part of the Ministry's commitment to best serve the needs of our community, we have implemented an Internal Complaints Process whereby members of the public, who feel they have not been treated appropriately by the Ministry of Finance and Economic Development (Core Ministry) – which includes Finance Administration, Risk Management Unit, Corporate Unit and the Central Procurement Office - have an avenue by which they are able to make complaints and have those concerns addressed.

1. Complaint forms or complaint emails can be submitted by Mail: Anne Owens, Complaints Manager, Ministry of Finance and Economic Development, Cayman Islands Government, Grand Cayman, Cayman Islands OR Email: anne.owens@gov.ky
2. Should the complainant not be satisfied with the response from the Complaints Manager, the complaint can be referred to the Financial Secretary & Chief Officer: Kenneth Jefferson, Financial Secretary & Chief Officer, Ministry of Finance and Economic Development, Cayman Islands Government, Grand Cayman, Cayman Islands OR Email: Kenneth.jefferson@gov.ky
3. Should the complainant not be satisfied with the response from the Financial Secretary & Chief Officer, the complaint can be referred to the Office of the Ombudsman. Details for submitting a complaint to the Office of the Ombudsman can be found at: <https://ombudsman.ky/get-in-touch>

