



Internal Complaints Process

As part of the National Housing Development Trust's commitment to serving our customers, we have implemented an Internal Complaint Process (ICP) whereby customers who feel that they have not been treated appropriately by the Trust have a process by which they are able to voice their complaint and have their concerns addressed.

For your convenience copies of this form are available in our reception area or online at www.nhdt.gov

The complaints procedure:

1. 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 may request assistance from a friend or family member.
2. Complaint forms may be submitted via one of the following ways:-
 - By using the internal & external drop box located at the National Housing Development Trust Office - located at the Cayman Centre (across from the Airport Post Office).
 - By email to: nhdtinternalcomplaints@gov.ky
 - By Fax: (345) 945-7679
 - By Mail to:

**Internal Complaints Manager
National Housing Development Trust
Cayman Centre
P.O. Box 2379
Grand Cayman KY1-1105
Cayman Islands**

3. Upon receipt, the complaint will be logged in the Trust's computer system and within 5 working days an acknowledgment letter with a reference number will be sent to the complainant advising them that their complaint has been received and the timeframe in which they may expect to receive a response. The complainant should make sure that they keep a copy of their complaint.

4. The Internal Complaints Manager will endeavor to conduct the investigation and provide their findings within 30 calendar days. However, if the ICP finds that the investigation cannot be properly investigated within the 30 days, the complainant will be advised in writing of the delay, the reason for the delay, and the expected length of the delay.
5. Within the 30 days of completion of the investigation, the ICP will provide a written response to the complainant outlining any action taken or to be taken by the National Housing Development Trust in order to rectify the complaint.
6. If the Complainant is not satisfied with the response from the ICP, they may file a complaint with the Office of the Complaints Commissioner.

The Complaints Commissioner
Office of the Complaint Commissioner
P.O. Box 2252 Grand Cayman
KY1-1107

Tel: (345) 943-2220

Fax: (345) 943-2221

Email: caymancomplaints@yahoo.com

Website: www.occ.gov.ky

Your Ref:

Our Ref:



Cayman Centre
P.O. Box 2379
Grand Cayman KY1-1105
Cayman Islands

Tel: (345) 945-7649
Fax: (345) 945-7679

INTERNAL COMPLAINT FORM

Personal Details:

Surname (Family Name): _____ First Name: _____

Postal Address: _____ Street Address: _____

Home Telephone: _____ Work Phone: _____

Email: _____ Fax: _____

Date of incident leading to complaint: _____

Name of Officer Complaint is against: _____

Description of Complaint:

Please indicate the nature of complaint in the space below. Provide a written and signed report, explaining the information and circumstances surrounding your complaint.

The information stated above is an accurate account of the complaint to the best of my knowledge. I understand that this complaint will be treated confidentially. However, it may be necessary for National Housing Development Trust to contact me in order to obtain more information on the complaint, I will assist as necessary. I also understand that by making a complaint, a decision may not necessary be reversed, nor can the Trust guarantee that a policy will be changes. I understand that my complaint will be acknowledged in writing by the NHDT General Manager, Complaints Officer within 10 working days from when the complaint was received.

Signature of Complainant: _____ Date: _____

For Office Use Only

Name of Officer: _____

Date: _____

NATIONAL HOUSING DEVELOPMENT TRUST - USE ONLY	Complaint# _____
Date Complaint Received:	Additional Information/Observations from Staff Member Receiving Complaint:
Was complaint receiver in writing? Y / N	
If Written Complaint, please circle method: Hand Delivery Mail Delivery Fax Email	
Staff Member Receiving Complaint:	
Staff Member's Signature	
Date Complaint Investigation Began:	
Date(s) Contacted Complainant for more information	Date Written Correspondence sent to Complainant from Internal Complainant Manager: