

Guernsey Ports

Customer Code of Conduct Policy



Reference Number	Issue Date	Effective Date	Review Date
GCI-POP Code of Conduct	08/2023	08/2023	08/2025

1. Introduction

Guernsey Ports is committed to providing courteous and efficient services, whilst managing any challenges that you may experience at or during your journey through the ports.

However, a small minority of passengers or non-travelling members of the public visiting the ports may behave in a disruptive manner, causing problems on-board an aircraft or a vessel. We understand that people can become angry when they feel that these challenges are not being dealt with as they wish. However, if that anger escalates into aggressive behaviour towards our staff, we consider that as unacceptable behaviour.

While disruptive behaviour remains rare, when it does happen the impact can be significant for fellow passengers, employees working at the ports in the air or at sea, as well as for the disruptive passengers themselves. The results can be nuisance and annoyance at one end of the scale, to threats to staff, crew, and aircraft/vessel safety at the other. These incidents can be costly and cause delays.

Guernsey Ports is committed to improving customer experiences. The Code of Conduct Policy gives clear information on the standard of behaviour that the ports expect from customers and staff, as well as the types of unwanted behaviours which will not be tolerated. The code covers all contact with customers and forms part of the ports “Disruptive Passenger Procedure” and “Customer Charter”.

2. Our Commitment to Customers

We are committed to providing a high standard of service to all customers. Our customers expect an efficient and courteous service, the sort of service we would expect to receive as customers ourselves. We are committed to provide high quality service levels and delivering high standards of customer care. As a customer of Guernsey Ports, you have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or by e-mail.

When dealing with all customers, we will:

- Be welcoming, fair, responsive, and courteous in the delivery of customer service.
- Be friendly and accessible.
- Understand your needs.
- Be professional and well informed and take pride in what we do.
- Meet your expectations wherever possible and explain when we cannot.
- Let you know what we can provide and what you should expect to receive.
- Treat you as we would expect to be treated ourselves.
- Respect confidentiality.
- Respond effectively to all your complaints' and use the feedback to continually improve.
- Provide a quality service and work continually to improve this service.

In return we ask that our customers are courteous and respectful towards us and provide the information we need to deliver our services.

3. Customer Responsibilities

We expect you to:

- Always show respect and courtesy to employees.
- Treat employees as you would like to be treated yourself.
- Assist Guernsey Ports by providing as much information as possible in the event of giving us feedback.
- Be courteous to each other, allowing each other the opportunity to speak one at a time.
- Respect each other's opinions and views.
- Be reasonable and honest.

Guernsey Ports will not tolerate customers:

- Using foul, abusive, or offensive language (for example swearing or remarks that are discriminatory).
- Making threats or unreasonable demands towards other customers or employees.
- Personally, criticising any individual, whether they are an employee or any other member of the public.
- Discriminating against any employee or other customer on the grounds of race, colour, age, religion or political beliefs, disability or illness, gender, marital status, sexual orientation, class, learning difficulty, appearance, or employment status.
- Engaging in any form of harassment.
- Unsubstantiated allegations.

4. Access

We shall make sure that our feedback process is available to all our customers. A person wishing to give feedback whether this is a complaint or a compliment, may do so by letter, by e-mail or via our website. All feedback made with us will be lodged via a 'Feedback Form' and recorded on to our Feedback Management System.

A person may lodge feedback by filling out and completing a 'Feedback Form' on our website. For complaints/compliments made in person or by telephone, letter, or e-mail, one of our staff will complete a Form on behalf of the customer and attach any associated correspondence that has been received (e.g., letter, email).

5. Responsiveness

If the ports receive feedback, we shall:

- Request the customer to provide clarification and additional information when the feedback is not fully understood.
- Document the complaint/compliment in the Feedback Management System as soon as possible. Clearly record the nature of the complaint, the complainant's name, and their contact details.
- Send an acknowledgement of registration of the complaint/compliment.
- If required involve a manager to discuss what may need to be done to resolve the matter.
- If the complaint is not resolved within the acceptable timeframe escalate the complaint to the line manager.
- Once a resolution or course of action has been decided, respond to the customer within the given timelines.
- If the customer feels the resolution or course of action may not be accepted, escalate the complaint to the line manager for resolution.

Guernsey Ports understands that accountability is one of the fundamentals of great customer service and puts it at the forefront of its customer service culture. Accountability in ports customer service practices ensures to develop a strong sense of personal accountability among all its employees.

Our employees are committed to own a request or a complaint received, and they are responsible for finding answers and getting the issue resolved. If the employee cannot solve the problem themselves, they are expected to find someone who can and follow up until the issue is resolved.

Periodically, the management shall review complaints, action taken to resolve the complaint including the customer experience.