



**Jersey Hospice Care**  
*your care, your choice, your time*

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Lead Nurse for In Patient Unit (IPU) &amp; Quality Assurance</b>
<b>Reports to:</b>	<b>Director of Palliative Care Services</b>
<b>Department:</b>	<b>Clinical Management</b>
<b>Hours:</b>	<b>37.5hrs per week</b>
<b>Working Pattern:</b>	<b>Monday to Friday - 7.5 hours daily with flexibility to work extended hours to meet the needs of the role and the service and to participate in out of hours Managers on-call 24/7 Rota</b>
<b>Contract Type:</b>	<b>Fixed Term Contract</b>

**General**

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

**Job Summary**

This post holder will provide clinical leadership to the Senior Nurse of the In Patient Unit and Quality Assurance to ensure the delivery of the highest possible quality of Specialist Palliative Care in IPU. The post holder will work collaboratively with the members of the Senior Clinical Leadership Team. The post holder will manage and co-ordinate the services in the In-patient Unit and all professional colleagues, including administration personnel within these teams. The post holder will co-ordinate the Multi-disciplinary Teams creating a supportive network for efficient practice and learning with a focus on quality assured patient and family centred care.

**Job Context**

The post holder will be based on the main Clarkson House site and required to work core office hours (9am – 5pm) with flexibility around work pattern to suit the needs of the role and the service. The working pattern will be agreed between the postholder and line manager. The post holder will participate on the out of hours 24/7 Manager on-call rota.

## Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Director of Palliative Care Services in the following areas:

1. **Management**
2. **Co-ordination of Patient Services**
3. **Service Planning**
4. **Performance and Financial Management**
5. **People Management and Organisational Development**
6. **Quality and Risk Management**
7. **Professional Leadership**

In addition, the post holder is required to operate in adherence to the culture pathway, vision, mission, values, behaviours and principles of JHC.

### 1. Management

- To be accountable for the service and for the management and development of their team members.
- To be accountable for the quality-of-service delivery, ensuring effective patient care, research, training and development within JHC.
- To promote the development and maintenance of high standards of care in order that the care offered is family centred, sensitive and responsive to service users.
- To be responsible, working with the Director of Palliative Care Services and senior nurses/clinicians across all disciplines and service users, for developing the annual service objectives and effecting their implementation across clinical teams.
- To monitor service objectives and ensure that the quality of the service is congruent with the resources available.
- To ensure effective working practices with community stakeholders to maximise the delivery of a seamless service.
- In conjunction with senior nurse/clinicians, evaluate the contribution of staff groups and skill mix to ensure the provision of an acceptable level of service that appropriately supports the inpatient clinical activity of JHC.
- To promote effective working partnerships Hospice-wide and with Regional and National colleagues to strategically position JHC for future service change and developments in accordance with local, regional and national policy in maintaining the reputation of the service for high standards of care and innovative practice.
- To ensure all JHC quality data and clinical operational data is recorded and to analyse any vacancies and report to senior management.
- Member of the Senior Clinical Leadership Team.

### 2. Co-ordination of Patient Services

- The Lead Nurse for Inpatient and Quality Assurance is responsible for ensuring effective co-ordination of bed management in line with JHC admissions Hospice policy. This involves:
  - Ensuring that effective activity and occupancy rates practices are consistently implemented as agreed within service specifications.
  - Ensuring that the facility and environment are maintained to high standards of aesthetics, comfort and service user satisfaction.

- Implementing admission criteria, admissions and discharges and transfer protocols as required.
- Regular timely reporting of bed and resource utilisation to the Director of Palliative Care Services, Consultant in Palliative Medicine and with other key clinical decision makers as appropriate.
- Collation and reporting data for Council, Clinical Governance and HCS Commissioning reports.
- Oversight and management of staffing acuity.
- Analysing, monitoring and forecasting trends of an activity/occupancy in JHC and highlighting the wider implications for provision of specialist care services.
- Advising the Clinical Management Team and other relevant stakeholders on optimal use and cost-effective management of in-patient services for patients in accordance with the organisational provider plan.
- Core member of the island wide MDT.

### **3. Service Planning**

- To be responsible for the co-ordination, review and planning of nursing services to meet service agreement requirements stipulated by the Health and Community Services (HCS) and to support the development of plans to achieve required changes in service provision, working closely with the Director of Palliative Care Services and Consultant in Palliative Medicine as well as clinical members of the Senior Leadership Team (SLT).
- To be responsible for the development of business cases and/or other proposals for improvements or modernisation of nursing/clinical services.
- To be responsible for the identification of cost improvements, service developments and income generation opportunities in nursing services within the service.
- To lead projects which improve the quality of services provided to patients evidenced by improved performance against national and international benchmarks.
- Participate in Island wide and service plan development as directed by the Director of Palliative Care Services.

### **4. Performance and Financial Management**

- To act as a budget manager for JHC in respect of nursing resources and day to day expenditure of inpatient unit.
- To be accountable for the effective use of nursing and clinical resources, alerting the Director of Palliative Care Services and senior nurse in respect of imminent budgetary overspends.
- To monitor, control and report on nursing activity and income and expenditure, working closely with the Financial Director, Director of People and Senior Clinical Leadership Team.
- To further develop a series of performance indicators in line with corporate objectives for the organisation and support the achievement of hospice-wide Key Performance Indicators.
- To work with professional leads to develop mechanisms to ensure that clinical activity is measured accurately and fully costed where appropriate.
- In collaboration with the clinical management team, contribute to initiatives and monitor/track performance targets and develop internal and external comparative performance monitoring information to support and inform decision-making within the organisation.
- To ensure that the quality of data regarding all clinical and day to day activity is of the highest quality and that employees understand their roles and responsibilities.

- Establish mechanisms which provide the clinical management team with timely management information regarding performance against specified targets, budgets, contracts, service level agreements etc.
- To contribute to the development and implementation of organisation wide strategies and decisions within the organisation.
- To promote a corporate approach to JHC overall strategic objectives, mission and values.
- In collaboration with the Director of Palliative Care Services, Director of Clinical Strategy and CEO participate in strategic planning, development and redesign of inpatient clinical services.

## **5. People Management and Organisational Development**

- Provide direct management for the In Patient Unit and Children and Young Person Services and in collaboration with relevant members of SLT, comply with JHC HR policies and procedures.
- Provide clinical supervision, mentoring and support to senior clinical staff within the organisation; responsible for and oversight of clinical supervision register.
- Ensure that the responsibilities and objectives for direct reports are clearly defined and understood – job descriptions and person specifications up to date.
- In conjunction with the Director of Palliative Care Services, regularly review staff establishments and skill mix in IPU to ensure that staffing is appropriate for current and projected clinical and operational demands.
- In collaboration with the People Team and clinical leadership team, be responsible for the recruitment of nursing staff and healthcare assistants within JHC and ensure that effective local induction, probation and orientation process are completed in a timely manner.
- Be responsible for managing sickness and absence in accordance with JHC's Sickness Absence Policy.
- Be responsible for their team's risk register and escalate to Director of Palliative Care Services as required.
- Be responsible for facilitating nursing staff and health care assistants to continue their education and personal development to support improved organisational performance.
- Liaise with the Education Team to input to the Training and Education Plan encompassing mandatory, corporate and professional development objectives of clinical staff.
- Promote equal opportunity and adherence to best practice employment and approaches to managing and implementing change.

## **6. Quality and Risk Management**

- Contribute to the development and lead on the implementation of best practice service modernisation and improvement plans and strategies within JHC.
- Encourage a culture of continuous improvement and mutual co-operation in the achievement of the highest possible standards of clinical care and maximum efficiency.
- Work with Director of Palliative Care Services, stakeholders and colleagues to develop clinical governance systems within JHC and ensure that all relevant Jersey Care Commission and international standards are met.
- Work in conjunction with the Director of Palliative Care Services to prepare for Jersey Care Commission (JCC) and Jersey Nursing Assessment Accreditation System (JNAAS) inspections.

- In conjunction with the Director of Palliative Care Services ensure that all clinical services comply with JNAAS regulatory and legislative standards as well as key outcomes outlined in service level agreements.
- Manage the Clinical Risk Register effecting escalation to the Director of Palliative Care Services as required.
- To ensure that JHC has an effective process for risk assessment and risk management in respect of clinical services.
- As Lead Nurse ensure that effective leadership and effective systems are in place for the routine evaluation of infection control data, compliance with hygiene audits and the JHC's infection control policies and procedures.
- To co-ordinate the Hospice participation in local risk management initiatives to monitor clinical and non-clinical issues within JHC i.e. Health & Safety, Infection Control, Fire Safety, environmental and organisational risks.
- To be responsible for ensuring that adverse incidents involving clinical care within JHC are investigated promptly, respecting confidentiality and taking preventative action where necessary to ensure that quality and risks prevention procedures are adhered to and fully implemented.
- To promote and maintain a culture of evidence based clinical practice ensuring the creation of effective local networks to share good practice and dissemination.
- To ensure that all statutory requirements related to nursing practice and non – clinical activity are met by JHC.

## **7. Professional Leadership**

- To support the Director of Palliative care services to provide professional nursing and clinical leadership In IPU, ensuring an appropriate structure is in place to support Nurses, Health Care Assistants in collaboration with the senior nurse to encourage innovation and promote succession planning.
- In collaboration with the clinical leadership team, develop and promote nursing practice and integrated patient care policies across inpatient services, including the development of specialist nursing and Multidisciplinary Team approaches and policies.
- To be responsible for robust systems that regularly review clinical policies and procedures with a particular focus on the quality of practice and management.
- To support the Director of Palliative Care Services, and the Director of People with workforce planning, professional development and clinical leadership.
- To act as a resource to other members of the team, to other health care professionals and to students from external agencies.
- To co-ordinate and facilitate learning objectives for nurses undertaking post graduate diploma/degree courses in the palliative care.
- To strategically influence Jersey Hospice's Care training and educational plans, to anticipate future service requirements, to ensure equity and maintain compliance with Jersey Care Commission.

## **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at JHC are expected to comply with the general duties detailed below:

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to JHC's standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - JHC is committed to safeguarding and promoting the welfare of adults, children and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

**Information Governance** - JHC has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure JHC meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of JHC is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve JHC objectives, making best use of volunteers and to minimise costs.

## OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

**Equal opportunities statement** - JHC is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by JHC in response to organisational or service demands.

<b>PERSON SPECIFICATION</b>		
<b>Lead Nurse for Inpatient Unit &amp; Quality Assurance</b>		
	<b>Essential Criteria for selection</b>	<b>Desirable Criteria for selection</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Registered on the Register of Nurses as maintained by Nursing and Midwifery Council (NMC).</li> <li>• Full Masters Level Degree in management or a relevant subject.</li> <li>• Post Graduate qualification in Palliative Care</li> <li>• Specialist Palliative Care Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate qualification in a related field Leadership/ management qualification.</li> <li>• Post Graduate qualification in Palliative Care</li> <li>• Non-medical prescribing</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Substantial post registration experience</li> <li>• A good understanding of Clinical Governance, service planning, service provision, patient flows and resource management.</li> <li>• Have experience of management of complex change.</li> <li>• Sound and broad knowledge of priorities for nursing.</li> <li>• Day-to-day people management including performance management and objective setting, recruitment and retention.</li> <li>• Operational planning and implementation including strategic planning.</li> <li>• Evidence of consistent updating of clinical skills and knowledge.</li> <li>• Demonstrable Coaching &amp; Development skills within clinical practice.</li> <li>• Financial management experience.</li> <li>• Able to make advanced decisions and manage the consequences.</li> <li>• Show a logical and analytical approach to problem solving.</li> <li>• Able to act quickly to address urgent matters.</li> <li>• Demonstrates lateral thinking to generate non-obvious solutions to problems.</li> <li>• Has basic finance and budgeting knowledge and draws on this to make decisions.</li> </ul>	

<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>• Competent and confident IT skills - Microsoft Office, Teams</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• An individual who demonstrates care, compassion and sensitivity to others.</li> <li>• Enthusiastic, motivational approach to work.</li> <li>• Ability to adapt working patterns to provide the flexibility of service required by the seeking our care.</li> <li>• Resilience, ability to work under pressure and manage stress in self and others.</li> </ul>	

## JERSEY HOSPICE CARE BACKGROUND

**Specialist Palliative Care Team** – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

**King Centre** - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

**In Patient Unit** – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Children & Young People Services** - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, JHC's is there to support every member of the family, every step of the way.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.



**Education, Learning and Development Team** - The Education, Learning and Development Team coordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - There are two JHC shops; a town shop in St Helier and a country shop in St Ouen, both operated by JHC Retail Limited a wholly owned subsidiary trading company of JHC. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - JHC depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

**Support Services** - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at JHC. They are vital to the smooth running of the charity.

## Privacy Notice – Employees of Jersey Hospice Care

### Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

### Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of JHC premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

### When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which JHC offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

### **What personal data do we collect?**

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

### **What do we use your personal data for?**

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which JHC is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations JHC has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

### **How do we protect your personal data?**

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

### **How long do we keep your personal data for?**

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

### **Who has access to your personal data?**

Any JHC employees member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

### **Lawful basis for collecting personal data**

In the circumstances where JHC is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which JHC is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of JHC to process your personal data, but our legitimate interests do not outweigh your rights.

### **Sharing your personal data**

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

JHC protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by JHC will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

### **What are your rights in relation to your personal data?**

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right of Portability** (If you request us to give you your personal data in a common, machine readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email:

[dataprotectionofficer@jerseyhospicecare.com](mailto:dataprotectionofficer@jerseyhospicecare.com)

You can also contact us about anything else relating to your personal data.

#### **Your right to lodge a complaint with a supervisory authority**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to:

<https://oicjersey.org/online-enquiry/#/complain/form>