



ACCOUNTANT GENERAL'S DEPARTMENT CUSTOMER COMPLAINT AND ESCALATION PROCEDURE

Accountant General's Department

CUSTOMER COMPLAINTS ARE RECOGNIZED BY AGD AS A CRITICAL SERVICE TOOL

At the Accountant General's Department (AGD) as a service organization, customer service and customer satisfaction is of priority.

We value your feedback. If for any reason we did not meet your service delivery standards please inform us by providing the following particulars: name, nature of the complaint and contact details using the prescribed Complaint and Escalation Form which may be accessed on our website and also located at our front desk. It can be submitted in our complaint box located in our main lobby or submitted by email to complaints@treasury.gov.jm.

WE WILL PROVIDE FEEDBACK ON THE COMPLAINT WITHIN FIVE WORKING DAYS

It is the duty of Director of Communication and Customer Service to ensure that the complaints are resolved completely.

A customer who is not satisfied with the final decision of the AGD will have an opportunity to appeal as listed below:

THE FINANCIAL SECRETARY

Ministry of Finance & the Public Service Blvd
30 National Heroes Circle, Kingston 4

E-mail: finsec@mof.gov.jm

Tel.: (876) 922-8600-9; Fax: (876) 922-7097

Website: <https://www.mof.gov.jm/>

THE HONORABLE MINISTER OF FINANCE & AND PLANNING

Ministry of Finance & the Public Service
30 National Heroes Circle, Kingston 4

Tel.: (876) 922-8600-9; Fax: (876) 922-7097

E-mail: hmf@mof.gov.jm

Website: <https://www.mof.gov.jm/>

TECHNICAL DIRECTOR PUBLIC SECTOR MODERNIZATION DIVISION

Cabinet Office

1 Devon Road Kingston 6

Tel.: (876) 929-8880 Fax (876) 929-6676

Website: <https://cabinet.gov.jm/>

E-mail: marjorie.johnson@cabinet.gov.jm

THE PUBLIC DEFENDER

Office of the Public Defender

78 Harbour Street

Kingston, Jamaica

Tel: (876) 922-7089-9; Fax: (876) 922-9830

E-mail: enquiries@opd.gov.jm

Website: <https://www.opd.gov.jm>