



THE JAMAICA HIV ANTI-DISCRIMINATION REPORTING AND REDRESS DIRECTORY

Reducing **HIV**-related Stigma and Discrimination
Effecting Redress Through Partnership

2018



NATIONAL
FAMILY PLANNING
BOARD



The Jamaica HIV Anti-Discrimination Reporting and Redress Directory is a publication of the Enabling Environment and Human Rights (EEHR) Unit of the National Family Planning Board (NFPB) in partnership with the Jamaican Network of Seropositives (JN+).

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MESSAGE

National Family Planning Board



LOVETTE BYFIELD
Executive Director

The Jamaica HIV Anti-Discrimination Reporting and Redress Directory is an initiative of the National Family Planning Board (NFPB) and the Jamaican Network of Seropositives (JN+). It is part of the thrust to reduce HIV-related stigma and discrimination. The funding for this document was provided by the Global Fund to Fight AIDS, Tuberculosis and Malaria, as well as the United States Agency for International Development (USAID).

This Directory is aimed at encouraging: (i) persons who face HIV-related discrimination to seek redress, thereby reducing stigma and discrimination; and (ii) effectiveness and efficiency in service delivery to all Jamaicans.

Reducing HIV-related stigma and discrimination is important to national development. As such, all Jamaicans are encouraged to play their part toward this end.

In 2013, aspects of the National HIV/STI Programme (NHP) were integrated into the NFPB to create a Sexual Health Agency. This integration was aimed at enabling all Jamaicans to achieve optimal sexual reproductive health in an environment where their family planning and sexual health rights are respected, protected and fulfilled.

Discrimination often acts as a barrier to accessing much needed health care services particularly by vulnerable populations who also bear the double burden of being the most in need of such services. In April 2015, multi-sectoral partners expressed a commitment to widening the existing reporting and redress mechanisms to include a focus on human rights violations and gender-based violence

through mutual cooperation and collaboration.

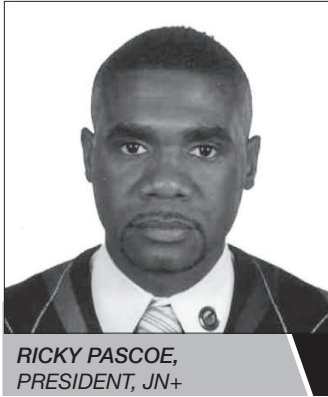
The cooperation/partnership will involve the referral of reported complaints for redress to partner entities that are already equipped with the required resources to effectively address these reported cases.

The partnership between the NFPB and the JN+ with the participating reporting and redress entities is important to ensuring that the rights of all Jamaicans are respected regardless of age, religion, socio-economic status, gender and sexual orientation.

We record our appreciation to the Steering Committee comprising Genice Wright, Sue-Anne Wallace Brown, Nadine Lawrence, Winston McIntosh, Judy-Ann Nugent, Nicola Cousins, Rachel Morrison and Devon Gabourel; and to Marsha Nathalee Martin who provided administrative support in completing this Directory. The NFPB recommends this Directory for use in efforts to reduce HIV-related stigma and discrimination.

MESSAGE

Jamaican Network of Seropositives



*RICKY PASCOE,
PRESIDENT, JN+*



The effects of HIV are cross cutting, affecting every aspect of human life. For those infected and affected by HIV-related stigma and discrimination have proven to be not just about health issues, but also affect productivity and national development issues, but also affect productivity and national development issues.

Recognising the impact of HIV-related stigma and discrimination in the lives of our members, the JN+ has been documenting reported cases since 2005 and officially launched the National HIV-related Discrimination Reporting and Redress System (now called The Jamaica Anti-Discrimination System for HIV - JADS) in 2007. On its own, the JN+ cannot provide redress, however, working in collaboration with existing redress entities, we can sanction the discriminatory practices that hinder the right of PLHIV to be treated with dignity and respect.

The JN+ therefore lauds and fully supports this attempt to bring together in one directory, all the key organisations that can assist in preserving the rights and dignity of those impacted by HIV-related stigma and discrimination.

Introduction

It is estimated that there are approximately 34,000 persons living with HIV (PLHIV) in Jamaica. The effects of HIV are far reaching and evident in every setting: at home, within the community, in educational institutions, at work sites, in health care facilities and in churches.

The Jamaica HIV Anti-Discrimination Reporting and Redress Directory seeks to provide persons with contact and organisational information regarding the redress entities listed that can effect sanctions in matters related to HIV-Related Discrimination in Jamaica. It is noteworthy to mention that the reporting and redress entities are guided by their organisational mandate and/or the Laws of Jamaica.

The opportunity to seek redress is important to national development as it ensures effectiveness and efficiency in service delivery from businesses and their employees.

The reporting and redress entities listed in the Directory are divided into two (2) main headings, namely, Government and Non-government Organisations. The organisations are then listed in alphabetical order under these respective headings. In addition, the Directory outlines the contact details for each entity and the nature of the support offered.

It is anticipated that with the passing of time, the information pertaining to some entities may change. The National Family Planning Board intends to update the information accordingly and make the updated Directory available online at www.jnfpb.org and www.jnplus.org

Rationale for Redress Directory

The national HIV response is aimed at providing effective and efficient prevention, treatment care and support services backed by sustainable social development interventions. The national HIV response is aimed at providing effective and efficient prevention, treatment care and support services backed by sustainable social development interventions. Nevertheless, several factors, including policy and legislative barriers, human rights violations and stigma and discrimination, severely curtail the uptake of sexual and reproductive health (SRH) services including those for HIV. This in turn negatively impacts adherence and viral suppression among those infected and stymie efforts to end AIDS.

It is therefore imperative that measures be implemented to ensure that all groups in society, particularly the vulnerable and marginalised, have equal access to available, accessible, affordable, efficient, effective, quality and responsive services in an environment where they feel safe, accepted and valued.

As such the Jamaica HIV Anti-Discrimination Reporting and Redress Directory:

- Is designed to be of benefit to those individuals and communities whose human rights are threatened or violated and who can depend upon the assistance that may be offered through organisations outlined in this Directory;
- Is intended to increase awareness among Staff/Officers within reporting and redress entities of their role in protecting and promoting human rights and their potential to improve the human rights landscape;
- Will be useful to the Officers within government organisations that are responsible for providing follow-up and referrals on issues related to human rights violations experienced by their customers/

Rationale for Redress Directory cont'd.

clients, including that of marginalised and vulnerable members of the population.

It is therefore imperative that measures be implemented to ensure that all groups in society, particularly the vulnerable and marginalised, have equal access to available, accessible, affordable, efficient, effective, quality and responsive services in an environment where they feel safe, accepted and valued.

- May assist non-governmental organisations engaged in advocacy and human rights work. It will also serve as reference material to be utilised in human rights sensitisation sessions geared at improving awareness of existing reporting and redress organisations.

The mandates of the entities represented are different and vary as much as the human rights problems and experiences that require redress.

The Importance of Reporting and Seeking Redress

WHEN YOU REPORT THAT YOU EXPERIENCED HIV- RELATED DISCRIMINATION...

you help to ensure that the employees at your service provider offer the best, non-judgmental service

you share in developing employees personally as well as for their organisation

you help employers design sensitization and education strategies as well as capacity building programmes for their employees



obtain justice



hold accountable government, service providers and individuals who perpetuate stigma and discrimination

REDRESS HELPS TO ...

DISCRIMINATION

is any form of distinction, exclusion or restriction toward or affecting a person that results in an unfair or unjust treatment.



**Have you faced
discrimination
due to your
HIV status?**

You can help reduce HIV-related stigma and discrimination

- Ask your service provider for his/her name
- Ask to speak to a supervisor or manager
- Report the incident to the appropriate authority or contact Jamaica Anti-Discrimination System (JADS) for HIV at 876-929-7340

The Legal Framework for HIV-Related Discrimination in Jamaica

The legal framework for HIV-related discrimination is not based on any one law or policy. Neither is it enshrined in any single institution or body. The entities in this Redress Directory recognise the importance of promoting and protecting the rights and dignity of all citizens of Jamaica. This recognition is not only based on the existing legal framework but also includes Jamaica's International Human Rights obligations and commitments.

Recognising that Jamaica currently possesses this hierarchy of detailed laws and policies that compose the legal framework, it is important that the user of this Directory is aware of these and the guidance they provide to the respective State institutions and non-governmental agencies. They are:

- The Universal Declaration of Human Rights, 1948
- 2011 Political Declaration on HIV and AIDS
- International Covenant on Civil and Political Rights (ICCPR), 1966
- International Covenant on Economic, Social and Cultural Rights (ICESCR) 1966
- Declaration on the Elimination of Violence against Women (DEVAW), 1993
- Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), 1979
- The Sexual Offences Act, 2009
- The Offences against the Person Act, 1864
- The Domestic Violence Act, 2004
- The Maintenance Act, 2005
- The Property (Rights of Spouses) Act, 2004
- The Child Care and Protection Act, 2004
- The Child Pornography (Prevention) Act, 2009
- The Sexual Harassment Act, 2015
- The Public Health Act, 1985
- The Law Reform (Age of Majority) Act, 1979
- The Towns and Communities Act, 1843
- The Constabulary Force Act, 1976
- Occupational Safety and Health Bill, 2017

The Legal Framework for HIV-Related Discrimination in Jamaica cont'd.

- National Plan of Action for Orphans and Other Children made Vulnerable by HIV/ AIDS (2003-2006)
- National Policy for HIV/AIDS Management in Schools, 2001
- National HIV/AIDS Policy, 2005
- National Workplace Policy on HIV and AIDS, 2012
- National Integrated Strategic Plan for Sexual and Reproductive Health & HIV (2014-2019)

Government

GOVERNMENT Cabinet Office

ADDRESS: 1 Devon Road, Kingston 10
TELEPHONE: (876) 929-8880-5 or (876) 946-4507
FAX: (876) 929-0473
WEBSITE: www.cabinet.gov.jm
EMAIL: wayne.robinson@cabinet.gov.jm
SOCIAL MEDIA: N/A

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

ORGANISATIONAL BRANCH: Public Sector Transformation and Modernisation Division
ORGANISATIONAL UNIT: Modernisation Programme Implementation Unit
PROGRAMME: Public Sector Customer Service Programme

VISION

'...a public sector organised around the needs of its customers, directly accountable to them through guarantees of service that is of the highest quality, accessible, convenient, easy to use, integrated, responsive and cost effective, and which assures redress when things go wrong.'

Ministry Paper No. 56/02

MANDATE

The mandate of the Public Sector Customer Service Programme is to promote efficient and effective delivery of services in public sector entities, facilitate the creation of a positive business environment, as well as to satisfy the needs of the citizenry by engendering an enduring culture of service excellence across the public sector.

Customer service principles, measures and standards have been developed to guide organisations in configuring their operations within a well-functioning customer service monitoring and evaluation framework.

The Programme also operates as a reporting and redress entity. Public sector organisations are guided in developing key performance indicators and targets and achievements against these are reported to the Office of the Cabinet.

Members of the public have the right to elevate complaints against public sector entities to the Modernisation Programme Implementation Unit, and that Unit that facilitates resolution of such complaints if they have not been resolved after exhausting the complaint procedures in the relevant entity.

POLICY AND LEGISLATIVE FRAMEWORK

There is currently a customer service policy for the public sector that is being developed.

The Programme is also in line with Vision 2030 that outlines the ways in which Jamaica should be developed to become the "...the place of choice to live, work, raise families and do business." Vision 2030 recognises that customers of the public service are 'more informed, educated and have higher expectations for the quality, efficiency and effectiveness of public services delivered.'

COMPLAINTS, SETTINGS & REDRESS OPTIONS

Types of Complaints Addressed

All types of service delivery complaints are addressed by the Office of the Cabinet, with the proviso that the complaints procedure at the local entity level must have been exhausted.

Steps to Complaint Resolution

1. Submit complaint by telephone, email or facsimile

GOVERNMENT Cabinet Office cont'd.

2. Toll Free Line: 1-888-991-2752 Complaint details are recorded and logged for follow up.
3. The Office of the Cabinet will contact the named entity against with the complaint has been made to share the details of the complaint and to facilitate resolution of the complaint.
4. Contact is maintained with the member of the public until the complaint has been resolved.

The records of complaints and other feedback are utilised in designing capacity building programmes for entities of government.

Report and Redress Options

Verbal/Written Apology

Dismissal

Retirement

Compensation (after evaluation by the Attorney General's Chambers)

GOVERNMENT
MINISTRY OF EDUCATION, YOUTH & INFORMATION
Curriculum and Support
Services Division

ADDRESS: 37 Arnold Road, Kingston 5

TELEPHONE: (876) 948.7938

WEBSITE: www.moe.gov.jm **EMAIL:** annakay.magnuswatson@moe.gov.jm

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To support the vision of the National Policy for HIV/AIDS Management in Schools by protecting the rights of all students, educators and staff, including those infected and affected by HIV and AIDS; to foster an enabling environment free from stigma and discrimination in each learning institution.

POLICY AND LEGISLATIVE FRAMEWORK

- The Education Act
- The Child Care and Protection Act
- National Policy for HIV/AIDS Management in Schools
- National Policy for the Reintegration of School-Age Mothers into the Formal School System

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complaints Addressed

- Human Rights Violation
- Discrimination

Steps to Compliant Resolution

1. Receive report to Ministry of Education of HIV-related discrimination against student
2. Investigation
3. Referral

Report and Redress Options

- Student Transfer
- Advice

GOVERNMENT**MINISTRY OF EDUCATION, YOUTH & INFORMATION****Youth and Adolescent Policy
Division Report & Redress Options****ADDRESS:** 4- 6 Trafalgar Road (Advantage General Building), Kingston 5**TELEPHONE:** (876) 978.7654**WEBSITE:** www.youthjamaica.com**EMAIL:** info@youthjamaica.com**SOCIAL MEDIA:****FACEBOOK:** facebook.com/youthjamaica**TWITTER:** @youthjamaica**INSTAGRAM:** @youthjamaica**REPORT AND OR REDRESS ENTITY**

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To facilitate the coordination and integration of programmes, services and activities geared towards youth development and recommending and designing programmes to enhance and propel youth development in Jamaica.

POLICY AND LEGISLATIVE FRAMEWORK

- National Youth Policy
- The Child Care and Protection Act
- Labour Laws of Jamaica
- National HIV/AIDS Policy
- Vision 2030

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Complaints Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

Steps to Compliant Resolution

1. Receive and Assess complaint
2. Referral

REPORT AND REDRESS OPTIONS

- COUNSELLING AND ADVICE
- REFERRAL
- ADVOCACY

GOVERNMENT
MINISTRY OF EDUCATION, YOUTH & INFORMATION
Office of the Children's
Registry

ADDRESS: 12 Carlton Crescent, Kingston 10
TELEPHONE: (876) 908.2132 or (876) 908.2143 or (876) 908.1690
FAX : (876) 908.0246
WEBSITE: www.ocr.gov.jm **EMAIL:** info@ocr.gov.jm
SOCIAL MEDIA: **FACEBOOK:** facebook.com/children'sregistry **TWITTER:** @OCRJA

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The main role of the Children's Registry is to receive reports of children who have been, are being or are likely to be abandoned, neglected, physically or sexually ill-treated, or are otherwise in need of care and protection.

POLICY AND LEGISLATIVE FRAMEWORK

- The Child Care & Protection Act 2004
- The Child Care and Protection (Children's Registry) Regulations, 2007
- The Sexual offences Act 2009

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Rights Violation
- Discrimination
- Gender-Based Violence
- Abuse of children/Missing children

STEPS TO COMPLAINT RESOLUTION

- Report of incident received
- Matter reported to Child Development Agency (CDA) and the Office of the Children's Advocate (OCA) for their investigation and action
- Assessment of incident

REPORT AND REDRESS OPTIONS

- Receiving report
- Referral

GOVERNMENT
MINISTRY OF CULTURE, GENDER, ENTERTAINMENT & SPORT

Bureau of Gender Affairs

ADDRESS: 5-9 South Odeon Avenue, Kingston 10
TELEPHONE: 876-754-8576-8 **FAX:** 876 -929-0549
WEBSITE: www.mcges.gov.jm **EMAIL:** Sharon Robinson srobinson@mcges.gov.jm
SOCIAL MEDIA: FACEBOOK: [facebook.com/Bureau-of-Gender-Affairs-Jamaica](https://www.facebook.com/Bureau-of-Gender-Affairs-Jamaica)
TWITTER: @jawomensaffairs **INSTAGRAM:** @bwagovjm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The Bureau of Gender Affairs is a division in the Ministry of Culture, Gender, Entertainment and Sport (MCGES) seeking to empower Jamaicans and to mainstream gender throughout Jamaica towards the development of human capital and the achievement of gender equality and social justice.

POLICY AND LEGISLATIVE FRAMEWORK

- National Policy for Gender Equality
- Vision 2030 National Development Plan-Gender Sector Plan
- The Domestic Violence Act
- The Offences Against the Person Act
- The Sexual Offences Act
- The Trafficking in Persons (Prevention, Suppression and Punishment) Act
- Draft Sexual Harassment Bill
- Draft National Strategic Action Plan to Eliminate Gender-based Violence in Jamaica
- Draft Sexual Harassment Policy

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Persons experiencing (directly or indirectly) may call-in or walk-in
- A Face incident sheet is completed
- First Level Intervention – Individual/group
- Information is provided and referral, if needed

REPORT AND REDRESS OPTIONS

- Information
- Referral

GOVERNMENT
PUBLIC SERVICES COMMISSION

Ministry of Finance & the Public Service

ADDRESS: 2nd Floor G-Block
Ministry of Finance and Planning Complex
30 National Heroes Circle
Kingston 4

TELEPHONE: 876-932-5153 or 876-932-5100 FAX: 876-932-5985

WEBSITE: www.osc.gov.jm EMAIL: communications@osc.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Vision

To be recognised and respected as the key partner in ensuring that merit becomes the cornerstone for human resource management decisions in the Jamaica Government Service.

Mission

To uphold the principle of merit in the appointment, development and discipline of public servants through processes that are transparent and fair.

POLICY AND LEGISLATIVE FRAMEWORK

- Public Service Regulations 1961
- The Municipal Service Commission Act
- The Parish Council (Unified Service) Act
- Staff Orders for the Public Service
- National Workplace Policy on HIV and AIDS

GOVERNMENT PUBLIC SERVICES COMMISSION
Ministry of Finance & the Public Service cont'd.

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complainants Addressed

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive recommendation from the Commission
Submissions made to Appropriate Service Commission
- Deliberation
- Decision

REPORT AND REDRESS OPTIONS

- Dismissal
- Reinstatement
- Retirement
- Appeals
- Interdiction

**GOVERNMENT
INVESTIGATION AND ENFORCEMENT BRANCH**

Ministry of Health

ADDRESS: 45 – 47 Barbados Avenue, Kingston 5

TELEPHONE: 876-633-7433 or 876-633-7771 or 876-633-8172

FAX: 876-633-3630

WEBSITE: www.moh.gov.jm **EMAIL:** myexperience@moh.gov.jm

SOCIAL MEDIA: FACEBOOK: facebook.com/themohgovjm **TWITTER:** [@themohgovjm](https://twitter.com/themohgovjm)

INSTAGRAM: [@themohgovjm](https://www.instagram.com/themohgovjm)

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

MINISTRY OF HEALTH

Mission:

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices

Vision:

Healthy People, Healthy Environment

INVESTIGATION AND ENFORCEMENT BRANCH

Mission:

To facilitate the timely investigation and resolution of clinical and non-clinical complaints from clients and other users of the public health sector and to use complaint data for evidence- based decision making.

Vision:

To improve the quality of service delivery and increase client satisfaction through efficient and innovative management of complaints in the public health sector.

GOVERNMENT INVESTIGATION AND ENFORCEMENT BRANCH

Ministry of Health cont'd.

POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- 28 Laws of MOH

COMPLAINTS & SETTINGS & REDRESS OPTIONS

TYPES OF COMPLAINTS ADDRESSED

- Human Rights Violation
- Breach of Confidentiality
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.)
- Acknowledge letter, email, etc.
- Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude
- Client informed of findings and indicates if satisfied or not with investigation
- If not satisfied, complaint escalated/referred to appropriate authority within MOH
 1. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process
- If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

REPORTING AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

GOVERNMENT**North East Regional Health Authority**

ADDRESS: Shops 34-38, Ocean Village Shopping Centre,
Ocho Rios, St. Ann

TELEPHONE: 876-795-3107 or 876-795-2747 **FAX:** 876-795-2747

WEBSITE: www.nerha.gov.jm

EMAIL: publicrelations@nerha.gov.jm or webmaster@nerha.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE**Mission**

The Mission of the North East Regional Health Authority is, in partnership with other stakeholders, to promote the physical, mental, social and spiritual well-being and enhanced quality of life for the residents of St. Ann, St. Mary and Portland. This by empowering individuals and communities and ensuring access to adequate health care through the provision of cost effective, promotive, preventive, curative and rehabilitative services.

Vision

Healthy People, Healthy Environment

POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- 28 Laws of MOH

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Breach of Confidentiality
- Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Complaints are made to the Ministry of Health or the Regional Office or the Health Care Facility (Health Centre or Hospital)
2. The Complaints Receivable Officer completes the Client Complaint Form which is signed by the complainant OR The Client Complaint Form is downloaded from the website, completed and signed
3. The Complaint Form is sent to the Chief Executive Officer of the facility or the Senior Medical Officer or the Hospital Administrator or the Medical Officer
4. Complaints are acknowledged within 1 to 3 days following receipt
5. The process of investigation and resolution begins within 1 to 3 days after the receipt of the complaint
6. The complainant is kept informed of the status of the investigation
7. The agreed resolution is implemented
8. If the complainant is not satisfied with the outcome, the matter is referred to a higher level within the organisation or to the Ministry of Health
9. The process can be stopped at any time by writing to the person to whom the complaint was sent.

REPORT AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

GOVERNMENT

South East Regional Health Authority

ADDRESS: The Towers, 25 Dominica Drive, Kingston 5

TELEPHONE: 876 –754-3439-43 or 1-888-429-5013

WEBSITE: www.serha.gov.jm

EMAIL: patientcare@serha.gov.jm

SOCIAL MEDIA: FACEBOOK: [serha.jamaica](https://www.facebook.com/serha.jamaica)

INSTAGRAM: [theserhajam](https://www.instagram.com/theserhajam)

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Mission

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices.

Vision

Healthy People, Healthy Environment

POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Breach of Confidentiality
- Quality of service
- Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.) .
2. Acknowledge letter, email, sent to client; standard: to be sent within 5 working days from receipt.
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude.
4. Client informed of findings and indicates if satisfied or not with investigation.
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

REPORT AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

GOVERNMENT

Southern Regional Health Authority

ADDRESS: Brumalia Road, Mandeville, Manchester

TELEPHONE: 876-625-2110 or 876-962-9491

WEBSITE: www.srha.gov.jm

EMAIL: southernregionalhealthauthority@srha.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE**Mission**

To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices

Vision

Healthy People, Healthy Environment

POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

GOVERNMENT

Southern Regional Health Authority cont'd.

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Breach of Confidentiality
- Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Receive Complaint (phone, letter, fax, email, complaint form, social media, etc.)
2. **Acknowledge letter, email, etc.**
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude.
4. **Client informed of findings and indicates if satisfied or not with investigation**
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. **Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.**
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

REPORT AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorney General's Chambers)

GOVERNMENT

Western Regional Health Authority

ADDRESS: Regional Office, Lot 31B, Fairview Shopping Centre, P. O. Box 900, Montego Bay, St James

TELEPHONE: 876-979-8575-6, 876-971-8965-6, 876-952-5100, 876-684-9279, 876- 684-9776

FAX: 876-979-852, 876- 684-9279

WEBSITE: www.wrha.gov.jm

EMAIL: info@wrha.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE**Mission**

To provide quality preventative, curative and rehabilitative health services in an environment conducive to the promotion of health with a high calibre of staff performing at optimal capacity.

Vision

Healthy families living in healthy communities

POLICY AND LEGISLATIVE FRAMEWORK

- Complaint Management System (formerly the Client Complaint Mechanism)
- Customer Service Policy (Draft)
- Complaint Policy (Draft)
- Client Charter
- Staff Orders for the Public Service
- Vision 2030
- Laws governing the health services and public health
- Other laws of Jamaica

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination
- Breach of Confidentiality
- Quality of service issues or concerns - customer service or medical/ service care related

STEPS TO COMPLAINT RESOLUTION

1. Receive Complaint (phone, letter, fax, email, co mplaint form, social media, etc.)
2. Acknowledge letter, email, sent to client; standard: to be sent within 5 working days from receipt.
3. Investigate: conduct site visit; request: medical records, medical reports, statements, expert opinion; evaluate and conclude. Investigation period initially to be within 2 weeks, client to be updated if this is to be longer than 2 weeks and updated on progress of investigation.
4. Client informed of findings and indicates if satisfied or not with investigation
5. If not satisfied, complaint escalated/referred to appropriate authority within MOH.
6. Client may complain to Office of the Cabinet or Office of the Public Defender (as it relates to administrative functions) if not satisfied at the end of MOH complaint process.
7. If compensation is requested, complaint forwarded to Attorney General's Chambers for evaluation.

REPORT AND REDRESS OPTIONS

- Verbal/Written Apology
- Mediation
- Compensation (after evaluation by Attorneys General's Chambers)

GOVERNMENT

Pharmacy Council

ADDRESS: 91 Dumbarton Avenue, Kingston 10
TELEPHONE: 876-926 - 2637 or 876-926-4353 **FAX:** 876-926-6935
WEBSITE: www.pcoj.org
EMAIL: rxcounciljm@yahoo.com
SOCIAL MEDIA: **FACEBOOK:** m.facebook.com/pharmacycouncilofjamaica/

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

- Regulatory (quasi-Government Body)- The Pharmacy Council of Jamaica:
- Regulates the practice of pharmacy in Jamaica
- Ensures that the best possible pharmaceutical care is offered and replicated
- Sees to the enforcement of the provisions of the Pharmacy Act and Regulations
- The Pharmacy Council is tasked with responsibility to:
- Register pharmacists, pharmaceutical students, pharmacies, owners of pharmacies and persons as authorised sellers of poisons.
- Ensure the maintenance of proper standards of conduct by persons registered under the Pharmacy Act
- Regulate the training of pharmaceutical students
- Ensure compliance with the requirements of the Pharmacy Act

POLICY AND LEGISLATIVE FRAMEWORK

- Pharmacy Act and Pharmacy Regulations: Condition of sales of drugs legislations

GOVERNMENT Pharmacy Council cont'd.

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- * Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Submission of complaint
2. Initiation of investigation
3. Liaise and give feedback as required

REPORT AND REDRESS OPTIONS

- Standardised processes
- Established processes

**GOVERNMENT
MINISTRY OF JUSTICE**

Victim Support Unit

ADDRESS: 47E Old Hope Road, Kingston 5

TELEPHONE: 876-946-0663 or 876-946-9287

FAX: 876-927 -8416

WEBSITE: www.moj.gov.jm

EMAIL: vsd.moj@gmail.com

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The Victim Support Unit of Jamaica (VSU), operated by the Ministry of Justice, is intended to assist persons against whom certain offences have been committed. The Victim Support Unit is committed to the best interests of victims of crime by actively supporting them, identifying their needs and advocating their rights. The Unit, through its parish offices island-wide, assists victims of crime to manage the emotional trauma associated with and caused by crime. Victims of crimes (both major and minor) fare better whenever the Victim Support Unit intervenes.

POLICY AND LEGISLATIVE FRAMEWORK

- Victims Charter

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

- Referrals from: Police, schools, medical professionals, family, church, Court, Friends etc. and walk-ins
- Assessment
- Intervention
- Follow-Up
- Evaluation

REPORT AND REDRESS OPTIONS

- Emotional Support
- Training
- Networking and Victim Rights Promotional Component
- Court Orientation and Support
- Crisis Intervention
- Advocacy

**GOVERNMENT
MINISTRY OF JUSTICE**

Attorney General's Chambers

ADDRESS: NCB Towers, 1st Floor North Tower, 2 Oxford Road, Kingston 5

TELEPHONE: 876 – 906 - 2414

FAX: 876-754-5158

WEBSITE: www.moj.gov.jm

EMAIL: attorneygeneral@agc.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Constitutionally mandated to be the principal legal advisor to the Government of Jamaica. Our mission is to provide legal services of the highest standard in an efficient, timely and professional manner.

POLICY AND LEGISLATIVE FRAMEWORK

- The Constitution of Jamaica
- The Laws of Jamaica
- Government of Jamaica Policies

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Receive report of dispute from Central Government, Statutory Bodies and Government Companies.
2. Determine appropriate legal advice
3. Disseminate legal advice to organisation

REPORT AND REDRESS OPTIONS

- Legal Advice in respect of options for dispute resolution
- Representation of Government

**GOVERNMENT
MINISTRY OF JUSTICE**

Kingston Legal Aid Clinic

ADDRESS: 131 Tower Street, Kingston

TELEPHONE: 876-922-3761/92 **FAX:** 876-948-9288

EMAIL: kgnlegaid@yahoo.com

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To provide high quality legal service to persons who, because of poverty, are in danger of having their legal rights infringed.

POLICY AND LEGISLATIVE FRAMEWORK

- The Legal Aid Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constitution of Jamaica
- The Laws of Jamaica

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- | | |
|--|---|
| <ul style="list-style-type: none"> • Human Rights Violation • Civil Suits • Divorce | <ul style="list-style-type: none"> • Power of Attorney • Declarations • Estate Matters |
|--|---|

STEPS TO COMPLAINT RESOLUTION

- | | |
|---|---|
| <ul style="list-style-type: none"> • Visit to the Office/Consultation • Pay retainer fees | <ul style="list-style-type: none"> • Assessment of the case • Follow up |
|---|---|

REPORT AND REDRESS OPTIONS

- | | |
|--|--|
| <ul style="list-style-type: none"> • Advice | <ul style="list-style-type: none"> • Legal Representation |
|--|--|

**GOVERNMENT
MINISTRY OF JUSTICE**

Kingston Legal Aid Council

ADDRESS: 72 Harbour Street (Ground Floor), Kingston

TELEPHONE: 876-948-6999 or 876-945-7275

FAX: 876-948-7597

WEBSITE: www.moj.gov.jm

EMAIL: aid.legal@moj.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Mission

To fulfil the directives of the Legal Aid Act by providing and administering an efficient legal aid system in harmony with the justice transformation agenda thereby providing improved public access to justice.

Vision

To give justice a human face and make it accessible to all Jamaicans.

POLICY AND LEGISLATIVE FRAMEWORK

- The Legal Aid Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constitution of Jamaica
- The Laws of Jamaica

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complainants Addressed

- Human Rights Violation

STEPS TO COMPLAINT RESOLUTION

- Submit complaint
- Interview
- Needs assessment
- Complete application for Legal representation

GOVERNMENT MINISTRY OF JUSTICE
Kingston Legal Aid Council cont'd.

- Assignment of Attorney to Case
- Advising client regarding assigned Attorney
- Follow up

REPORT AND REDRESS OPTIONS

- Duty Council at the Station
- Duty Council at Court
- Legal Advice

**GOVERNMENT
MINISTRY OF JUSTICE**

Office of the Public Defender

ADDRESS: 22 - 24 Duke Street, Kingston

TELEPHONE: 876-922-4159, 876-922-7089-90, 876-922-7109

FAX: 876-922-9830

WEBSITE: www.opd.gov.jm

EMAIL: publicdefender@opd.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To protect and enforce the rights of citizens.

To investigate the actions of all authorities within Ministries, Departments or Agencies of Central and Local Government including Parish Councils, statutory bodies and companies registered under the Companies Act and in which the Government holds not less than fifty-one percent of the ordinary shares.

POLICY AND LEGISLATIVE FRAMEWORK

- The Public Defender (Interim) Act;
- The Constitution of Jamaica, particularly Chapter 3
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- All other statutes, subsidiary legislation, case law and international treaties.

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- Discrimination

GOVERNMENT MINISTRY OF JUSTICE
Office of the Public Defender cont'd.

COMPLAINTS & SETTINGS & REDRESS OPTIONS

- Receipt of complaint in writing
- Interview of complainant (and witnesses) and assessment of case
- On site visit and photographing where necessary
- Estimation of time for completion
- Communication with the alleged offender
- Presentation to the complainant, of the initial response from alleged offender
- Receiving complainants reaction and further answer
- Follow-up interviews and taking deposition where necessary
- Report writing including recommendations and redress
- Final report to complainant and offending authority
- Presentation of reports to Parliament in certain cases

REPORT AND REDRESS OPTIONS

- Apology
- Monetary compensation
- Reversal of initial decision which was the subject of the complaint
Correcting an action or omission
- Submitting special reports to Parliament
- Making recommendations for change in law or policy
- Referrals to attorneys-at-law or other professionals as appropriate and to Agencies of Government
- Making specific recommendations to Parliament arising out of investigations of issues of national concern

**GOVERNMENT
MINISTRY OF LABOUR & SOCIAL SECURITY**

Occupational Safety and Health Department (OSHD) (HIV Unit)

ADDRESS: 1F North Street, Kingston

TELEPHONE: 876-922-9500-12

FAX: 876-967-5859

WEBSITE: www.mlss.gov.jm

EMAIL: mlsshivunit@gmail.com

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To help organisations manage HIV in the workplace.

POLICY AND LEGISLATIVE FRAMEWORK

- National Workplace Policy on HIV and AIDS
- Life Threatening Illnesses Policy
- Voluntary Compliance Programme Manual
- Occupational Safety and Health Bill (Draft)

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Contact the PCEB
- Organisational Needs Assessment
- Agreement on Sensitisation and Education Programme
- Execution of Sensitisation and Education Programme

REPORT AND REDRESS OPTIONS

- Training/Capacity Building
- Referral

**GOVERNMENT
MINISTRY OF LABOUR & SOCIAL SECURITY**

Pay and Conditions of Employment Branch (PCEB)

ADDRESS: 1F North Street, Kingston

TELEPHONE: 876-922-8500-12

FAX: 876 – 967 – 5859

WEBSITE: www.mlss.gov.jm

EMAIL: pceb@mlss.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To treat with Labour Relations matters in accordance with National Labour Legislations and core Labour Standards as set out in ILO Conventions.

POLICY AND LEGISLATIVE FRAMEWORK

- Jamaica's Labour Laws:
- Employment (Termination and Redundancy) Payments Act and Regulations
- The Holidays with Pay Order
- The Maternity Leave Act
- The Minimum Wage Act (Etc.)

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

Complaints in relation to workers' pay and conditions of employment.

STEPS TO COMPLAINT RESOLUTION

1. Contact the PCEB
2. Interview conducted
3. Formal complaint taken (if necessary)
4. Advice given (if necessary)

5. Investigation conducted to determine outstanding entitlements, if any.
6. Further follow-up action taken towards resolution.

REPORT AND REDRESS OPTIONS

- Visit or call the PCEB
- Improvement in compensation or employment conditions.
- Referral

**GOVERNMENT
MINISTRY OF LABOUR & SOCIAL SECURITY**

Industrial Disputes Tribunal

ADDRESS: 4 Ellesmere Road, Kingston 10

TELEPHONE: 876 – 920 - 4497

FAX: 876 – 908 - 0182

WEBSITE: www.mlss.gov.jm

EMAIL: mlss_idt@cwjamaica.com

REPORT AND OR REDRESS ENTITY

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To determine and settle industrial disputes by striving for equality, justice and fair play for all.

POLICY AND LEGISLATIVE FRAMEWORK

- The Labour Relations and Industrial Disputes Act (1975)
- The Labour Relations Code
- Employment (Termination and Redundancy Payments) Act and Regulations
- The Holidays with Pay Act and Maternity Leave Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- The dispute is referred to the Ministry of Labour and Social Security (Cancelation Unit).
- If the dispute is not resolved it is referred to the Industrial Disputes Tribunal by the Minister of Labour to be determined and settled.
- The dispute is referred to the Tribunal by way of a letter containing the terms of reference.
- The parties are written to and asked to provide Briefs outlining the matter

- Dates are set for hearings/sittings to begin to hear the matter.
- During the sitting oral and written evidence are presented to a panel consisting of a Chairman and two (2) members by each party in support of their case.
- Once the hearings have been concluded, the panel meets for deliberation at the end of which a decision is taken.
- The decision of the panel is handed down by way of a written document referred to as the Award, which is dispatched to the relevant parties

REPORT AND REDRESS OPTIONS

- Hearing
 - Ruling (decision)

**GOVERNMENT
MINISTRY OF LABOUR & SOCIAL SECURITY**

Industrial Relations and Allied Services

ADDRESS: 1F North Street, Kingston

TELEPHONE: 876-922-4940 **FAX:** 876-922-0996

WEBSITE: www.mlss.gov.jm

EMAIL: conciliation@mlss.gov.jm

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To hear disputes and try to resolve them amicably through the conciliation process.

POLICY AND LEGISLATIVE FRAMEWORK

- The Labour Relations and Industrial Disputes Act (1975)
- The Labour Relations Code
- Employment (Termination and Redundancy Payments) Act and Regulations
- The Holidays with Pay and The Maternity Leave Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Wage Negotiations
- Interpretation of Labour Laws and Agreements
- Termination of Employment • Dispute Resolution (Conciliation)
- Disciplinary action • Representational Rights Polls

STEPS TO COMPLAINT RESOLUTION

- The dispute is referred to the Ministry of Labour and Social Security (Conciliation Unit).
- If the dispute is not resolved through the conciliation process it is

referred to the Industrial Disputes Tribunal by the Minister of Labour to be determined and settled.

REPORTING AND REDRESS OPTIONS

- Chair meetings
- Resolve disputes amicably by using the conciliation process.

**GOVERNMENT
MINISTRY OF LABOUR & SOCIAL SECURITY**

Jamaica Council for Persons with Disabilities

ADDRESS: 18 Ripon Road, Kingston 5

TELEPHONE: 876 -968-8373 or 876-926-9374/75 or 876-968-0623 or
876-618-1133

WEBSITE: www.mlss.gov.jm

EMAIL: jcpd@mlss.gov.jm

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To promote the protection of the rights of persons with disabilities in accordance with national policies and programmes within a legislative framework. The Jamaica Council for Persons with Disabilities has a social protection responsibility for persons with disabilities.

POLICY AND LEGISLATIVE FRAMEWORK

- The National Policy for Persons with Disabilities
- The Disabilities Act
- Convention on the Rights of Persons with Disabilities

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive and Log complaint/s
- Referral
- Counselling

REPORT AND REDRESS OPTIONS

- Counselling
- Referral

GOVERNMENT**MINISTRY OF LOCAL GOVERNMENT AND COMMUNITY DEVELOPMENT****Kingston and St. Andrew
Municipal Corporation (KSAMC)****ADDRESS:** 24 Church Street, Kingston**TELEPHONE:** 876-967-4195 or 876-922-8647-8**FAX:** 876-967-5072**WEBSITE:** www.ksamc.gov.jm **EMAIL:** townclerk@cwjamaica.com**SOCIAL MEDIA:****FACEBOOK** facebook.com/kingstonandst&andrewcorporation**TWITTER:** @KSACOR **INSTAGRAM:** @ksacorp**REPORT AND OR REDRESS ENTITY**

Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To meet the needs of the citizens of Kingston and St. Andrew by providing effective and efficient services to enhance their quality of life.

POLICY AND LEGISLATIVE FRAMEWORK

- The Laws of Jamaica
- The KSAC Act
- The Parish Councils Act
- The Local Governance Bill
- The Parliament (Membership Questions) Act
- The Parochial Roads Act
- The Jamaica National Heritage Trust Act
- The Registration of Titles Act
- The Municipal Service Commission Act
- The Town and Country Planning Act
- The Urban Development Corporation Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation

STEPS TO COMPLAINT RESOLUTION

- Receive and log the complaint
- Compensation (as is necessary)
- Investigation
- Referral

REPORT AND REDRESS OPTIONS

- Counselling
- Referral
- Compensation

GOVERNMENT**Ministry of Local Government
and Community Development**

ADDRESS: 85 Hagley Park Road, Kingston 10
TELEPHONE: 876-906-8195 or 876 -754-0992-9 **FAX:** 876-754-8991
WEBSITE: www.localgovjamaica.gov.jm
EMAIL: communications@mlge.gov.jm
permanentsecretaryoffice@mlge.gov.jm
SOCIAL MEDIA: **FACEBOOK:** facebook.com/mlgcd **TWITTER:** @LocalGovJa

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To provide a sound policy, legal, technical and administrative framework that supports excellent service delivery and operational management by the Local Authorities and portfolio agencies, in a manner that advances the ideals of effective local governance and the goals of sustainable community development, through a purpose-driven and competent work force.

POLICY AND LEGISLATIVE FRAMEWORK

- The Local Governance Act
- The Local Government (Financing and Financial Management) Act
- The Parish Councils (Unified Service) Act
- The Financial Administration and Audit Act
- Performance Management and Evaluation System
- Staff Orders for the Public Service
- National HIV/AIDS Policy

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive complaint
- Referral

REPORT AND REDRESS OPTIONS

- Advice
- Referral

GOVERNMENT**MINISTRY OF NATIONAL SECURITY****Community Safety
and Security Branch****ADDRESS:** 1st Floor South Tower Building, 2 Oxford Road, Kingston 5**TELEPHONE:** 876-754-0600**FAX:** 876 -929 -0226**WEBSITE** www.jcf.gov.jm**EMAIL:** communitysafety@jcf.gov.jm**REPORT AND OR REDRESS ENTITY**

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The Mission of the Jamaica Constabulary Force and its Auxiliaries is to Serve, Protect and Reassure the people in Jamaica through the delivery of impartial and professional Services aimed at maintenance of law and order, protection of life and property, prevention and detection of crime and the preservation of peace.

POLICY AND LEGISLATIVE FRAMEWORK

- Policies of the Jamaica Constabulary Force and the Ministry of National Security
- The Constitution of Jamaica
- The Laws of Jamaica

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Submit report/complaint
2. Investigation
3. Appropriate intervention determined
Complainant advised on the action to be taken and the implications
4. Appropriate action taken
5. Referral (as is necessary)

GOVERNMENT
MINISTRY OF NATIONAL SECURITY
Community Safety and Security Branch cont'd.

REPORT AND REDRESS OPTIONS

- Counselling/Mentorship
- Sensitisation and Education
- Referral

**GOVERNMENT
MINISTRY OF NATIONAL SECURITY**

Office of the Commissioner of Police

ADDRESS: c/o Chaplaincy Services Branch HQ, 2nd Floor 45 East Queen Street, Kingston, CSO, (beside Kingston Central Police compound)

TELEPHONE: 876-948-0100 or 876-948-0101

WEBSITE: www.jcf.gov.jm

EMAIL: chaplaincy@jcf.gov.jm

REPORT AND OR REDRESS ENTITY

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To offer holistic care that focuses on the psychological, emotional, moral and spiritual aspects of all members of the Jamaica Constabulary Force, its auxiliary and their families, within the context of trust and confidentiality.

POLICY AND LEGISLATIVE FRAMEWORK

- Force Orders
- Staff Orders for the Public Service
- Book of Rules for the Guidance and General Direction of the Jamaica Constabulary Force
- The Offences Against the Person Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Constabulary Force Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complainants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

1. Receive complaint

2. Advise complainant on the options available

STEPS TO COMPLAINT RESOLUTION

3. Counsel with complainant
4. Referral (as necessary)

REPORT AND REDRESS OPTIONS

- Counselling
- Mentorship
- Referral

**GOVERNMENT
MINISTRY OF NATIONAL SECURITY**

Independent Commission of Investigations (INDECOM)

- formerly Police Public Complaint Authority

ADDRESS: Headquarters, 1 Dumfries Road, New Kingston, Kingston 10, Jamaica

TELEPHONE: 876-968-8875 or 876-968-1932 or 876-920 - 2324

TIP LINES: bb1 888-991-5555 (Flow) or 1 888-935-5550 (Digicel)

FAX: 876-960-4767

WEBSITE: www.indecom.gov.jm

EMAIL: info@indecom.gov.jm

SOCIAL MEDIA

FACEBOOK: facebook.com/independentcommissionofinvestigations

TWITTER: @indecom_jamaica

INSTAGRAM: @indecomjamaica

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The Independent Commission of Investigations is to undertake investigations concerning actions by members of the Security Forces and other agents of the State that result in death or injury to persons or the abuse of the rights of persons; and for connected matters.

POLICY AND LEGISLATIVE FRAMEWORK

- The Independent Commission of Investigations Act 2010
- The Laws of Jamaica
- The Constitution of Jamaica
- The Common Law (Case Law)
- Jamaica Constabulary Force human Rights and Police Use of Force and Fire Arms Policy
- Jamaica Constabulary Force Policies
- Grievance Policy for the Public Sector

**GOVERNMENT
MINISTRY OF NATIONAL SECURITY
Independent Commission of Investigations (INDECOM) cont'd.**

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Violence

STEPS TO COMPLAINT RESOLUTION

- Receive Report/Statement
- Investigate
- Results of Investigation submitted to Commission for ruling
- Decision (Commission's Report)
- Advising Parties of Outcome
- Follow Up

REPORT AND REDRESS OPTIONS

- Ruling
- Investigation

**GOVERNMENT
MINISTRY OF NATIONAL SECURITY**

Centre for the Investigation of Sexual Offences and Child Abuse (CISOCA)

ADDRESS: 3 Ruthven Road, Kingston 10

TELEPHONE: 876-926-7318 or 876 -926-4079

WEBSITE: www.jcf.gov.jm

EMAIL: cisoca@jcf.gov.jm

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

- To investigate all reported offences of a sexual nature.
To investigate all offences of physical abuse against children.

POLICY AND LEGISLATIVE FRAMEWORK

- The Sexual Offences Act
- The Child Care and Production Act
- The Committal Proceedings Act
- The Evidence Act
- The Bail Act
- The Child Pornography (Prevention) Act
- The Trafficking in Persons (Prevention, Suppression and Punishment) Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Gender-Based Violence
- Physical Abuse of Children

STEPS TO COMPLAINT RESOLUTION

1. Receive and log report
2. Interview
3. Referral (as necessary)
4. Investigate

**GOVERNMENT
MINISTRY OF NATIONAL SECURITY
Centre for the Investigation of Sexual Offences and
Child Abuse (CISOCA) cont'd.**

5. Prosecute
6. Follow Up (Counselling and support)

REPORT AND REDRESS OPTIONS

- Counselling
- Medical Examination
- Prosecution

The image features a teal background with several overlapping, semi-transparent geometric shapes in various shades of teal and green, creating a layered, abstract effect. On the left side, there is a vertical grey tab. The text 'PROFESSIONAL BODIES' is centered in a bold, white, sans-serif font.

PROFESSIONAL BODIES

PROFESSIONAL BODIES

The Medical Council of Jamaica

ADDRESS: 37 Windsor Avenue, Unit 5, Kingston 5

TELEPHONE: 876-978-8538 or 876-978-2159

FAX: 876-978-2118

WEBSITE: www.jamaicamedicalcouncil.org

EMAIL: medcojam@cwjamaica.com

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The primary duty of the Medical Council of Jamaica is to protect the public by regulating the conditions of medical practice across Jamaica.

POLICY AND LEGISLATIVE FRAMEWORK

The Medical Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Neglect or abandonment of duty
- Misconduct

STEPS TO COMPLAINT RESOLUTION

- Submit complaint
- Investigation
- Hearing
- Deregistration (as necessary)
- Re-entry of name in Register

REPORT AND REDRESS OPTIONS

- Hearing
- Deregistration
- Re-entry of name to Register

PROFESSIONAL BODIES

Nursing Council of Jamaica

ADDRESS: 50 Half Way Tree Road, Kingston 10

TELEPHONE: 876 -926-6042 or 876-929-5118 **FAX:** 876 -968-7269

WEBSITE: www.nursingcouncil.org.jm **EMAIL:** nurs@cwjamaica.com

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Vision:

The Council aims to:

Ensure all nursing and midwifery persons, including Support/Health Care/Assistance personnel, interfacing with the public are educated and trained, qualified and licensed to practice;

Keep abreast of information on regulatory/credentialing, education and management trends and issues in furtherance of best practices in the interest of the public;

Be the leading regulatory body for nursing and midwifery in the Caribbean.

Mission:

To set and ensure maintenance of standards in the education, practice and discipline of Nurses, Midwives and Enrolled Assistant Nurses and to register or enroll these persons under the Nurses and Midwives Act, 1964, for the protection of the public.

Core Values:

The core values of the Council are:

Accountability - The work of the Council is guided by its laws and regulations. It is accountable for its actions and acts with transparency and integrity. It carries out its functions responsibly, in the best interest

of the nursing and midwifery professions and is committed to the safety and wellbeing of the public. It keeps abreast of related issues and trends, updating its functions and improving its performance accordingly.

Professionalism - The Council aims to provide effective and efficient services of consistently high standard; is responsive to diversity and is guided by its laws and the expertise of others. It functions independently and in collaboration with others.

POLICY AND LEGISLATIVE FRAMEWORK

- The Nurses and Midwives Act, 1964 & Amendments, 2005

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complainants Addressed

Human Rights Violation
Gender-Based Violence
Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Receive complaint
2. Submit case to Disciplinary Committee
3. Committee discusses and makes recommendation/s to Council
4. Hearing or disciplinary procedure
5. Sanctions applied (as necessary)

REPORT AND REDRESS OPTIONS

- Hearing
- Counselling

Non-Government

NON-GOVERNMENT

Caribbean Vulnerable Communities Coalition

ADDRESS: Suite #1 1D-1E Braemar Avenue, Kingston 10

TELEPHONE: 876-631-7299 **FAX:** 876-631-7219

WEBSITE: <http://www.cvccoalition.org/>

EMAIL: info@cvccoalition.org

SOCIAL MEDIA:

FACEBOOK: [facebook.com/caribbeanvulnerablecommunities](https://www.facebook.com/caribbeanvulnerablecommunities)

TWITTER: @cvccoalition

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

- To mobilise the voice, visibility and participation of diverse groups to impact the regional HIV response and to create an enabling environment by which to end the conditions and consequences of marginalisation. Specifically, CVC seeks to:
- Strengthen capacity of vulnerable populations to act on their own behalf
- Generate an enabling environment to support human rights and improve the quality of life of vulnerable populations
- Advocate for and facilitate the development of infrastructure to support culturally and contextually appropriate and accessible HIV management for vulnerable populations
- Develop and support culturally appropriate prevention programmes and models geared towards vulnerable populations
- Establish strategic partnerships built on trust
- Monitor and evaluate the impact of projects and programmes on vulnerable populations

POLICY AND LEGISLATIVE FRAMEWORK

- The Companies Act
- The Charities Act
- National Workplace Policy on HIV and AIDS
National Policy for Gender Equality
- Caribbean Regional Strategic Framework on HIV/AIDS 2014-2018 (PANCAP)

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Complainants Addressed

- Human Rights Violation
- Gender-Based Violence
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Assess needs
- Determine the best response
- Design Programme/Project in response

REPORT AND REDRESS OPTIONS

- Training
- Capacity Building

NON-GOVERNMENT

Colour Pink Foundation

TELEPHONE: 876-540-0308

WEBSITE: www.colourpinkjamaica.wordpress.comEMAIL: exec.colourpinkgroup@gmail.com

SOCIAL MEDIA:

FACEBOOK: facebook.com/colourpinkfoundationTWITTER: [@colourpinkgroup](https://twitter.com/colourpinkgroup) INSTAGRAM: [@colourpink](https://www.instagram.com/colourpink)**REPORT AND OR REDRESS ENTITY**

Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The Colour Pink Foundation has a mission of having members of the homeless, sofa surfing, Gays, Men who have sex with men and Transgendered People (GMT) and Men who have Sex with Men (MSM) community live in a society where their human rights and equality are guaranteed. Colour Pink Group's mission is also to guarantee community members access to health, education and employment without discrimination.

POLICY AND LEGISLATIVE FRAMEWORK

- The Child Care and Protection Act
- The Offences Against the Person Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

1. Receive and assess complaint

2. Refer to appropriate body
3. Follow-up with client

REPORT AND REDRESS OPTIONS

- Mentorship
- Sensitisation and Training
- Advocacy
- Safe House Referrals

NON-GOVERNMENT

Eve For Life**ADDRESS:** 65 East Street, Kingston**TELEPHONE:** 876-620 – 0515 or 876-816-1365 **FAX:**876-620-0515**WEBSITE:** www.eveforlife.org**EMAIL:** info@eveforlife.org or evejamaica@gmail.com**SOCIAL MEDIA:** **FACEBOOK:** facebook.com/eveforlife **TWITTER:** @eveforlife**REPORT AND OR REDRESS ENTITY**

Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To contribute to the national HIV response through innovative interventions that will prevent new infections and improve the quality of life of women and children living with or affected by HIV.

POLICY AND LEGISLATIVE FRAMEWORK

- The The Child Care and Protection Act
- Convention on the Rights of the Child
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Sexual Offences Act

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

- Submit report of incident
- Session with Psychologist to determine appropriate action
- Counselling regarding the option/s for action

Referral (as necessary)

REPORT AND REDRESS OPTIONS

- Counselling
- Referrals

NON-GOVERNMENT

Jamaica AIDS Support for Life (JASL)

ADDRESS: 3 Hendon Drive, Kingston 20

TELEPHONE: 876-925-0021-2

FAX: 876-925 -0012

WEBSITE: www.jasforlife.org

EMAIL: infojasl2010@gmail.com

SOCIAL MEDIA :

FACEBOOK: facebook.com/jamaicaaids

TWITTER: @JasLtweets

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Mission: JASL aims to be a world class leader creating and utilising best practices in the delivery of services to persons living with and affected by HIV and AIDS in Jamaica and participating in the fight against the spread of HIV and AIDS in Jamaica in an enabling environment.

Vision: A Jamaican society which celebrates human diversity; preserves the rights and dignity of all; and provides services to all based on Love, Action and Support.

Goal: To be the lead civil society partner to the government in the national response to HIV/AIDS through rights based programme implementation, management, monitoring and evaluation for the promotion of universal access to prevention, treatment, care and support services.

POLICY AND LEGISLATIVE FRAMEWORK

- The Universal Declaration of Human Rights
- Declaration of Commitment on HIV/AIDS
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- Declaration on the Elimination of Violence against Women

- Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)
- The Sexual Offences Act
- The Offences against the Person Act
- The Domestic Violence Act
- The Maintenance Act
- The Property (Rights of Spouses) Act
- The Child Care and Protection Act
- The Child Pornography (Prevention) Act
- The Charter of Fundamental Rights and Freedoms (Constitutional Amendment) Act, 2011
- The Sexual Harassment Act
- The Public Health Act
- The Law Reform (Age of Majority) Act
- The Towns and Communities Act
- The Constabulary Force Act
- Draft Occupational Safety and Health Bill
- National Plan of Action for Orphans and other children made vulnerable by HIV/AIDS
- National Policy for HIV/AIDS Management in Schools National HIV/AIDS Policy
- National Workplace Policy on HIV and AIDS
- Tourism Sector HIV and AIDS Workplace Policy
- National HIV/ AIDS Strategic Plan (2011)

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Gender-Based Violence
- Stigma and Discrimination

STEPS TO COMPLAINT RESOLUTION

1. Receive complaint
2. Investigation of the incident
3. Determine course of action
4. Counselling
5. Referral (as necessary)

REPORT AND REDRESS OPTIONS

- Counselling
- Medical Clinic
- Referral
- Community Intervention

NON-GOVERNMENT

Jamaica Community of Positive Women (JCW+)

ADDRESS: Suite # 3, 1 Beechwood Avenue. Kingston 5

TELEPHONE: 876 – 906 - 6884

EMAIL: advocacyhope@gmail.com or lovepositiveja@outlook.com

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

Mission:

JCW+ facilitates the leadership and personal development of women living with HIV (WHIV) by raising their consciousness on the issues affecting their lives, through training, advocacy and mentoring, so that they can claim their full rights as productive citizens

Vision:

JCW+ envisions a world where all women living with HIV are free of gender oppression

POLICY AND LEGISLATIVE FRAMEWORK

- Promotion of Sexual and Reproductive Rights for HIV positive Women
- Advocacy against the Criminalisation of HIV Transmission
- Advocacy against the sterilisation of HIV Positive Women

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation violation
- Sexual Reproductive Rights
- Stigma and Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive complaint/s
- Referral

REPORT AND REDRESS OPTIONS

- Counselling
- Referral

NON-GOVERNMENT**Jamaica Council of Churches
(JCC)****ADDRESS :** 2B Washington Boulevard, Kingston 20**TELEPHONE:** 876 969 3886**EMAIL:** admin@thejcc.org.jm**REPORT AND OR REDRESS ENTITY**

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

- The Jamaica Council of Churches is a fellowship of Christian Churches and Christian Agencies which confess the Lord Jesus Christ as God and Saviour according to the Scriptures. The participating Churches and Agencies seek to fulfill together their common calling to the Glory of God, Father, Son and Holy Spirit.
- The Jamaica Council of Churches (JCC), as a Christian Ecumenical Organisation is committed to:
- The visible unity of the Church in Jamaica, the Caribbean and the Global Community in the execution of the ministry and mission of Jesus Christ;
- The equipping of the people of God;
- The pastoral care of all, especially those who are hurting and marginalised, and the prophetic witness of the Gospel of Jesus Christ in all aspects of life.

POLICY AND LEGISLATIVE FRAMEWORK

- The Member Churches of the Council operate under their own denominational constitution, polity and policies
- JCC Workplace Policy (draft)
- National Workplace Policy on - HIV and AIDS
- The Child Care and Protection Act
- Workplace Policy of the Caribbean Conference of Churches

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive complaint/s
- Counselling
- Referral

REPORT AND REDRESS OPTIONS

- Counselling
- Referral

NON-GOVERNMENT**Jamaica Employers Federation****ADDRESS:** 2A Ruthven Road, Kingston 10**TELEPHONE:** 876-926-6762 or 876-926-5524**FAX:** 876-968-4576 or 876-754-2132**WEBSITE:** www.jamaicaemployers.com**EMAIL:** info@jamaicaemployers.com**SOCIAL MEDIA:****FACEBOOK:** facebook.com/Jamaica.employers**TWITTER:** @jaemployers**REPORT AND OR REDRESS ENTITY**

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To remain the premiere employers Organisation in the region, by continuously providing valuable services to our members, thereby assisting them in achieving global competitiveness.

POLICY AND LEGISLATIVE FRAMEWORK

- The Labour Relations and Industrial Disputes Act
- The Jamaica Business Council on HIV and AIDS (JaBCHA)

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

- Call in/Walk in with report
- Counselling/Coaching
- Investigation
- Referral

REPORT AND REDRESS OPTIONS

- Mediation
- Coaching
- Counselling
- Referral

NON-GOVERNMENT**Jamaica Forum for Lesbians
All Sexuals and Gays (JFLAG)****TELEPHONE:** 876-631-8654 or 876-631-8641 **FAX:** 876-946 -2114**WEBSITE:** www.jflag.org**EMAIL:** admin@jflag.org or cio.jflag@gmail.com**SOCIAL MEDIA:****FACEBOOK:** facebook.com/jflagcommunity**TWITTER:** @equality_ja **INSTAGRAM:** @equalityja**REPORT AND OR REDRESS ENTITY**

- Report
 Redress
 Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

The creation of a Jamaican society that respects and protects the human rights and inherent dignity of all individuals irrespective of their sexual orientation and gender identity. A Jamaica where there is the freedom to be, for all people.

To promote social change by empowering the Jamaican lesbians, gays, bisexuals and transgendered (LGBT) community and build tolerance for and acceptance of the LGBT community by the wider Jamaican society.

POLICY AND LEGISLATIVE FRAMEWORK

- The Universal Declaration of Human Rights

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination - homophobia, gender identity, sexual orientation related

STEPS TO COMPLAINT RESOLUTION

NON-GOVERNMENT**Jamaica Forum for Lesbians All Sexuals and Gays
(JFLAG) cont'd.**

- Document incident
- Advise client of options
- Follow through with option chosen by client

REPORT AND REDRESS OPTIONS

- Counselling
- Advice
- Referrals

NON-GOVERNMENT

Jamaican Network of Seropositives (JN+)

ADDRESS: 3 Trevennion Park Road, Kingston 5
 TELEPHONE: 876-929-7340 or 876-839-8000 FAX 876-929-7340
 WEBSITE: www.jnplus.org EMAIL: jnplus@hotmail.com
 SOCIAL MEDIA: Facebook: facebook.com/jnplus TWITTER: @jnSero

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To advocate for the rights and concerns of persons living with and affected by HIV and AIDS through resource mobilisation, partnership and empowerment.

POLICY AND LEGISLATIVE FRAMEWORK

- The JN+ Constitution and Operations Manual
- The Global Network of Persons living with HIV and AIDS
- The Caribbean Regional Networks
- The Enabling Environment and Human Rights Technical Working Group

COMPLAINTS & SETTINGS & REDRESS OPTIONS

Types of Compliants Addressed

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

- Report incident
- Investigation
- Interview
- Intervention

REPORT AND REDRESS OPTIONS

- Sensitisation
- Information on access to care and support
- Referrals
- Counselling

NON-GOVERNMENT

Jamaica Red Cross

ADDRESS: Central Village, Spanish Town, St. Catherine

TELEPHONE: 876-984-7860-2 **FAX:** 876-984-8272

WEBSITE: www.jamaicaredcross.org **EMAIL:** info@jamaicaredcross.org

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To prevent and alleviate suffering, improve the lives of vulnerable people by developing capacity, mobilising critical resources and promoting humanitarian activities.

POLICY AND LEGISLATIVE FRAMEWORK

- The Jamaica Red Cross Society Act 1964
- Act of Parliament No. 40 – 1964

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Report incident
- Investigation
- Determine course of action
- Counselling
- Take appropriate action
- Referral (as - necessary)

STEPS TO COMPLAINT RESOLUTION

- Counselling
- Advocacy

NON-GOVERNMENT**Jamaica SW Coalition**

TELEPHONE: 876 - 805-2566 or 876 - 320 - 0150

WEBSITE: www.sexworkassociationja.wix.com/swaj

EMAIL: sexworkassociationjamaicca@gmail.com

SOCIAL MEDIA: FACEBOOK: facebook.com/sexworkassociationjamaica

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To advocate for and preserve the fundamental human and workers rights of sex workers in Jamaica regardless of race, class, colour, gender/sexual identity, while empowering sex workers through creating and sustaining an enabling environment.

The Jamaica SW Coalition envisions a Jamaica where sex work is work; where the dignity of Sex Workers is restored. Where policies put in place are in keeping with the fundamental principles of human rights.

POLICY AND LEGISLATIVE FRAMEWORK

- Sex Worker Implementation Tools
- SWAJ Human Rights Manual
- Workers Rights

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Report the incident/s to a Field Officer

- Complete the Incident Report Form
- Investigation
- Referral

REPORT AND REDRESS OPTIONS

- Counselling
- Referral

NON-GOVERNMENT

Panos Caribbean

ADDRESS: 22 Westminster Road, Kingston 10
TELEPHONE: 876-920-0070-1 **FAX:** 876 -920-0071
WEBSITE: www.panoscaribbean.org
EMAIL: jamaica@panoscaribbean.com
SOCIAL MEDIA:
FACEBOOK: facebook.com/panos.caribbean **TWITTER:** @panoscaribbean

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To promote sustainable development and social justice in the wider Caribbean Region by empowering people, especially the poor and vulnerable, to produce information and share their perspectives on development issues across language and political borders.

POLICY AND LEGISLATIVE FRAMEWORK

- Protocol to Prevent, Suppress and Punish Trafficking in Persons
- National HIV/AIDS Policy

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination
- Gender-Based Violence

STEPS TO COMPLAINT RESOLUTION

- Hear the complaint
- Assess the complaint
- Arrange media engagement as appropriate
- Referral

REPORT AND REDRESS OPTIONS

- Advice
- Referral
- Organisation of Media Engagement

NON-GOVERNMENT

RISE Life Management Services

ADDRESS: 57 East Street, Kingston

TELEPHONE: 876 -967 3777-8 or 1 888 -991-4146 **FAX:**876 -967-3779

WEBSITE: www.risejamaica.org

EMAIL: rise@cwjamaica.com

REPORT AND OR REDRESS ENTITY

- Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

A Jamaica society where young people and other vulnerable populations are empowered to make healthy lifestyle choices in a supportive and rehabilitative environment.

POLICY AND LEGISLATIVE FRAMEWORK

National Workplace Policy on HIV and AIDS

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Compliants Addressed**

- Human Rights Violation
- Discrimination

STEPS TO COMPLAINT RESOLUTION

- Receive complaint
- Referral

REPORT AND REDRESS OPTIONS

- Counselling
- Education and Sensitisation

NON-GOVERNMENT**University of Technology Legal
Advice Centre for Community**

ADDRESS: 237 Old Hope Road, Kingston 6
TELEPHONE: 876 – 927 – 1680 or 876 – 970 – 5299
WEBSITE: www.utechjamaica.edu.jm
EMAIL: corporatecomm@utech.edu.jm
SOCIAL MEDIA: **FACEBOOK:** facebook.com/utechjamaica
INSTAGRAM: @utexchjamaica **TWITTER:** @uTechJamaica

REPORT AND OR REDRESS ENTITY

Report Redress Both

ORGANISATIONAL/UNIT/BRANCH MANDATE

To stimulate positive change in Caribbean society through the provision of high quality learning and research opportunities and service to our communities.

POLICY AND LEGISLATIVE FRAMEWORK

- Code of Ethical Conduct and Whistle Blowing
- Occupational Safety and Health Bill
- UTECH HIV/AIDS Policy

COMPLAINTS & SETTINGS & REDRESS OPTIONS**Types of Complainants Addressed**

- Human Rights Violation
- Gender-Based Violence
- Discrimination
- Discipline, dismissal, grievance
- Possession of firearms and other weapons

STEPS TO COMPLAINT RESOLUTION

- Written statement by complainant
- Investigation beginning at the Departmental level with relevant

**NON-GOVERNMENT
University of Technology Legal Advice Centre for
Community cont'd.**

supervisor

- Supervisor submits written report to HR within five days of complaint
- Matter referred to next senior officer
- If unresolved, a Grievance committee is established by the Registrar or President for consideration
- The Grievance Committee determines its own procedures for resolution

REPORT AND REDRESS OPTIONS

- Compensation
- Confidential Counselling
- Reinstatement

APPENDICES

APPENDIX 1



HIV-related Discrimination & GBV Complaint Form

*This form may be completed by, or for, anyone who has experienced discrimination including: mistreatment; denial of services; breach of privacy or confidentiality; violence because of their real or perceived HIV status. If the complainant is under the age of 18 or otherwise unable to complete the form, an adult may be designated to file the complaint on his or her behalf. Please complete all sections of this form and return to the Jamaican Network of Seropositives (JN+) using the contact information at the end of this form. **Your Identity And Personal Information Will Be Kept Confidential.***

1. TODAY'S DATE:		Day/ Month/ Year	
2. NAME OF PERSON FILING REPORT: _____			
2a <input type="checkbox"/> I was mistreated or abused <input type="checkbox"/> I saw someone being mistreated or abused <input type="checkbox"/> Someone told me about the incident <input type="checkbox"/> I am reporting on behalf of: Name: _____ Tel: _____ (If you are reporting on behalf of someone else please get permission to fill in his/her name and contact information).			
3a. ADDRESS OF PERSON FILING REPORT:		3b. TELEPHONE NUMBER/S OF PERSON FILING REPORT:	
		1. (876) _____	
		2. (876) _____	
3c. E-MAIL ADDRESS OF PERSON FILING REPORT:			
4. GENDER (of Person who experienced the discrimination or abuse)			
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender Female <input type="checkbox"/> Transgender Male <input type="checkbox"/> Other _____			
5. DATE OF BIRTH: (of Person who experienced the discrimination or abuse)			
_____ Day / Month / Year			
6. WHERE DID THE INCIDENT TAKE PLACE? (tick the one which applies)			
Workplace: <input type="checkbox"/> Government Entity <input type="checkbox"/> Private Company/Business <input type="checkbox"/> NGO			
Business Place: <input type="checkbox"/> Government Entity <input type="checkbox"/> Private Company/Business			
Health Facility: <input type="checkbox"/> Government Clinic <input type="checkbox"/> Government Hospital <input type="checkbox"/> Private Hospital <input type="checkbox"/> Private Clinic <input type="checkbox"/> Private Pharmacy <input type="checkbox"/> Government Pharmacy <input type="checkbox"/> NGO			
Police Station:			
Court:			
Community (where in community):			
Church (which church):			
School (which school):			
Other (please write):			
7. NATURE OF MISTREATMENT OR ABUSE			
Breach of Confidentiality <input type="checkbox"/> Information was shared without prior knowledge or consent			
Denied Employment <input type="checkbox"/> Not Hired <input type="checkbox"/> Forced To Leave Job <input type="checkbox"/> Unequal treatment at workplace			
Denied Services <input type="checkbox"/> Did Not Get Healthcare <input type="checkbox"/> Did Not Get Housing <input type="checkbox"/> Poor Customer Service <input type="checkbox"/> Not Accepted Into School <input type="checkbox"/> Forced To Leave School <input type="checkbox"/> Unequal treatment at school			
Mistreatment /Violence <input type="checkbox"/> Physical Attack <input type="checkbox"/> Home break-in <input type="checkbox"/> Raped or Attacked Sexually <input type="checkbox"/> Stalked <input type="checkbox"/> Kidnapped <input type="checkbox"/> Harassed/Verbally Abused <input type="checkbox"/> Mistreatment of Relative <input type="checkbox"/> Forced To Leave Home <input type="checkbox"/> Forced to Leave The Community			
Other (please specify) _____			



HIV-related Discrimination & GBV Complaint Form

8. DID ANYONE ELSE SEE OR HEAR WHAT HAPPENED? Yes No I Don't Know
(If Yes, please write the name, address, position or description of the person)

Name:	Description: (physical appearance)
Address:	
Position:	

9. PLEASE PROVIDE A DETAILED DESCRIPTION OF THE INCIDENT *(What, Which date, Where, By whom, Was it reported, To whom it was it reported).*

10. WHAT WOULD YOU LIKE TO SEE HAPPEN AFTER YOU MAKE THIS REPORT?

<input type="checkbox"/> Receive an Apology	<input type="checkbox"/> Conflict Resolution	<input type="checkbox"/> Go To Court
<input type="checkbox"/> Receive Social Assistance	<input type="checkbox"/> Referral for Medical Care	<input type="checkbox"/> Report To Police
<input type="checkbox"/> Receive Counseling	<input type="checkbox"/> Refer Case for Redress	<input type="checkbox"/> No Action (I just want to file a report)
<input type="checkbox"/> Other <i>(explain here)</i> _____		

11. PLEASE SIGN IN THE SPACE BELOW: By signing here you consent to have JN+ initiate an investigation and refer this complaint to the relevant redress entity.

Name: _____ Signature: _____

Please fill in all sections of this form and return to JN+. Your identity and personal information will be kept **CONFIDENTIAL**

APPENDIX 1 cont'd.



HIV-related Discrimination & GBV Complaint Form

DATE REPORT SUBMITTED: _____
Day/Month/Year

WHERE WAS REPORT SUBMITTED: _____

REPORT RECEIVED BY: _____
Name of Officer Receiving Complaint Signature of Officer Receiving Complaint

THANK YOU FOR YOUR REPORT.
If you do not receive a response within 30 days please call 929-7340 or 839-8000 and ask to speak with a Redress Officer you may also send an email to jnplus@hotmail.com.



KEEP THIS PART OF THE FORM, THIS IS YOUR RECEIPT.



HIV-related Discrimination & GBV Complaint Form

DATE REPORT SUBMITTED: _____
Day/Month/Year

WHERE WAS REPORT SUBMITTED: _____

REPORT RECEIVED BY: _____
Name of Officer Receiving Complaint Signature of Officer Receiving Complaint

THANK YOU FOR YOUR REPORT.
If you do not receive a response within 30 days please call 929-7340 or 839-8000 and ask to speak with a Redress Officer you may also send an email to jnplus@hotmail.com.

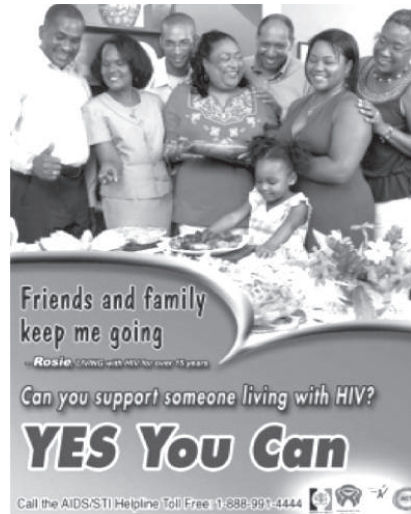
Address :	Telephone:	E-Mail Address
Redress Officer Jamaican Network of Seropositives Ground Floor Ministry of Health In-Service Education Building 3 Trevennion Park Road Kingston 5	Tel/Fax: (876)-929-7340 Cell: (876) 839-8000 (also accepts SMS and WhatsApp)	jnplus@hotmail.com

Please fill in all sections of this form and return to JN+. Your identity and personal information will be kept **CONFIDENTIAL**

APPENDIX 2

THE JAMAICA ANTI-DISCRIMINATION SYSTEM (JADS) FOR HIV

The National HIV-Related Discrimination Reporting and Redress System (NHDRRS) began in 2004 when the Global Fund grant to strengthen prevention, treatment and policy efforts in Jamaica was approved for Jamaica. It was established to document and record complaints about discrimination by setting and ensure redress to persons affected. Now renamed the Jamaica Anti-Discrimination System (JADS) for HIV since November 2017, the JADS is multi-sectoral in nature.



Its operation is guided by a mix of civil society and governmental organisations, chief among which is the Jamaican Network of Seropositives (JN+), with technical support from international development partners such as USAID, UNAIDS and the Global Fund to fight Tuberculosis, AIDS and Malaria (GFTAM). The System is designed to collect complaints about HIV-related discrimination, investigate them and to operate as a focal point for redress. Preliminary steps have been taken to integrate the JADS into existing systems within government bodies and non-governmental organisations.

Complaints may be filed on behalf of or by a person who has experienced HIV-related discrimination. A person who has witnessed HIV-related discrimination may also file a complaint.

The JADS is designed to operate within five steps:

- Submission of an initial complaint to the Jamaican Network

APPENDIX 2 *cont'd.*

THE JAMAICA ANTI-DISCRIMINATION SYSTEM (JADS) FOR HIV

of Seropositives via telephone, on-line or by completing a complaint form.

- An interview is conducted with the complainant to collect more information.
- An investigation of the complaint is conducted to verify the information.
- Redress - This is action such as referral, advice, counselling, community or industry-wide sensitisation, professional sanctions or legal action designed to resolve the issues presented through the complaint.
- Closure - The case is closed as appropriate.

APPENDIX 3

DEALING WITH STIGMA AND DISCRIMINATION

HIV-related stigma begins as a prejudicial thought. It is usually a thought which devalues an individual or group on the basis of HIV status or other related perceived “differences”.

HIV-related discrimination occurs when action or omission results in a person being treated unfairly or unjustly because of HIV status, perceived HIV status or association with HIV.



HIV cannot be transmitted through everyday casual contact.

Fear of discrimination often prevents people from getting tested for HIV. Fear can also prevent people from seeking treatment or admitting their health status publicly.

Discriminatory treatment in the workplace can lead to loss of employment. Loss of employment is, in most cases, a loss of the productive and income earning capacity of individuals and the nation. There is no justification for HIV-related discrimination.

- HIV screening for the purpose of exclusion from employment or from participation is a form of discrimination.
- Action that breaches confidentiality and privacy is also a form of discrimination.
- Limited education about HIV modes of transmission and prevention can also facilitate discriminatory action.

If you have experienced or witnessed discrimination, contact the Human Rights Desk at 876 - 929-7340.

APPENDIX 4

DEFINITION OF KEY TERMS

Accountability

Accountability refers to how duty bearers and or service providers are answerable to users/clients (the rights holders). Rights holders can use a variety of instruments to get or demand accountability. These include but are not limited to: (i) exposing the violation of a right or the failure to fulfill a duty through media; (ii) using community or peer pressure (iii) collecting and publishing data,

(iv) complaining to an authoritative body or person; and (v) evaluating and reporting.

Discrimination

It refers to any form of distinction, exclusion or restriction toward or affecting a person that result in an unfair or unjust treatment of an individual. A person is discriminated against if treated less favourably than another person.

Duty Bearer

A duty-bearer is the person(s) or institution(s) who or which have obligations and responsibilities in relation to the realisation of the right or rights of a rights holder. Duty bearers have an obligation or responsibility to respect, promote, fulfil and ensure human rights and to abstain from human rights violations.

As party to human rights instruments, the State, through its agents, is the principal duty-bearer but non-state actors can also be considered duty bearers.

Harassment

This refers to a broad number of behaviours that are subject to both criminal punishment and civil liability. These behaviours include continuous unwanted, unwelcomed, uninvited actions to an individual or group of persons deemed as threatening, annoying, demeaning, and offensive and result in a hostile environment.

Harassment is often portrayed through: derogatory comments; name calling; vulgar propositions; assault; unwelcomed touching; interfering with movement or work; as well as verbal, physical and visual abuse.

Human Rights

Human rights are entitlements of everyone, simply by being human beings, irrespective of nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. Human rights also include sexual and reproductive health. All humans are equally entitled to human rights without discrimination. Human rights recognize and promote dignity, fairness and opportunity for all people. Universal human rights are often expressed and guaranteed by law. Human rights entail both rights and obligations. Human rights define people as rights-holders and States/Jurisdictions as duty-bearers. States/Jurisdictions assume obligations and duties under international law to respect, protect and to fulfil human rights.

At the individual level, while persons are entitled their human rights, the human rights of others should also be respected.

Human Rights Based Approach (HRBA)

A Human Rights Based Approach (HRBA) is a conceptual framework for the process of human development that is based on international human rights standards and principles aimed at promoting and protecting human rights.

The objective of the HRBA is to empower, develop the capacity of people (rights-holders) to claim and realize their rights and strengthen the State (duty-bearers) to fulfill their human rights commitments/obligations and duties. The principles that form the fundamental basis of a HRBA are: universality, inalienability, and indivisibility of human rights; interdependence and inter-relatedness; equality and non-discrimination; participation and inclusion; accountability and rule of law. A HRBA is strengthened by analyzing and addressing inequalities, discriminatory practices (intentional and non-intentional) and unequal power relations.

APPENDIX 4

DEFINITION OF KEY TERMS *CONT'D.*

Key Population

This refers to populations that are vulnerable to infections and diseases. These populations often suffer from punitive laws or stigmatizing policies, and they are among the most likely to be exposed to HIV. Their engagement is critical to a successful HIV response everywhere—they are key to the epidemic and key to the response.

Limitations On The Exercise Of Rights

It is the duty of all citizens to respect the rights of others and to observe the lawful and necessary requirements of maintaining public order in a democratic society. In general, limitations and restrictions are those which are determined by law and which are necessary to: (i) ensure respect for the rights and freedoms of others, and (ii) meet the just requirements of morality, public order and general welfare in a democratic society.

Marginalised/Vulnerable Groups

This refers to individuals or entire communities of people who are denied full access to opportunities, and resources. It refers to persons who are excluded or prevented from participating in economic, social and political life, such as employment, health care, and democratic participation. Persons often referred to as ‘marginalized/vulnerable group’ include: persons considered deviant of society’s norms; persons with a disability; street children; persons living with HIV and AIDS; persons in detention or living in extreme poverty; illiterate adults; members of the LGBT community; sex workers; drug users; persons in institutional facilities; as well as the elderly and the young.

Redress

Redress is defined as a means of obtaining a remedy; relief from distress, a wrong or loss. The primary goal is to ensure that persons whose rights have been violated (rights holders) feel that justice has been administered. Redress can include monetary compensation, information, or action not limited to, advice, counselling, litigation, termination, reinstatement, advocacy or remedial intervention, example, training to address the shortcoming.

Rights Holder

In the human rights-based approach, every human being is inherently a right holder – by virtue of being a human being each person is entitled to human rights and as such are ‘rights holders’ who should enjoy guaranteed universal human rights. Persons need to be aware of their rights/entitlements, this strengthens their capacity to claim their rights in legitimate ways and demand accountability of duty bearers.

Sexual Orientation

This refers to a person’s sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, or bisexual.

State

A state is a type of polity that has an organized political community living under a single system.

State is used here to refer to Jamaica.

Stigma

A negative thought, feeling and attitude towards an individual or group because of a particular trait, attribute, association, behaviour or the presence of disease considered shameful.

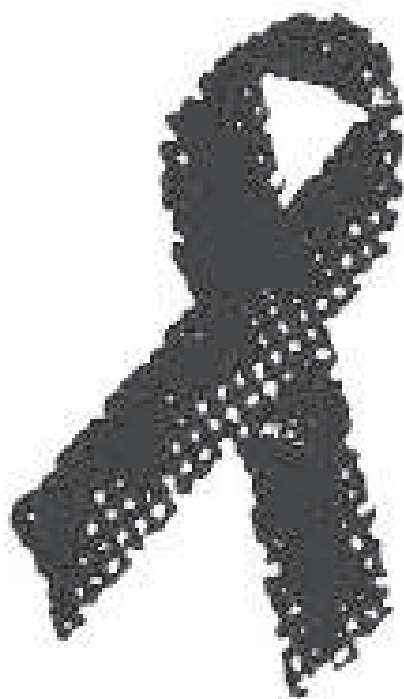
Stigmatisation is often characterized by rejection, ostracism, denial, discrediting, disregarding, devaluing and social distance.

Persons who perceive themselves to be members of a stigmatized group, whether it is obvious to those around them or not, feel different and devalued and it affects their behaviour, generally negatively. The stigmatized often start to act in the manner expected by their naysayers. It not only changes their behaviour, but it also shapes their emotions and beliefs. Stigmatization can happen in the workplace, educational settings, health care, the justice system, church, and even in the family. In turn the stigmatized experience discrimination, gossip, insults, and attacks.

APPENDIX 5

ACRONYMNS AND ABBREVIATIONS YOU SHOULD KNOW

AIDS	Acquired Immunodeficiency Syndrome
ART	Antiretroviral Therapy
ARVs	Antiretrovirals
CISOCA	Centre for the Investigation of Sexual Offences and Child Abuse
CITC	Client-Initiated Testing and Counselling
HIV	Human Immunodeficiency Virus
HRBA	Human Rights-Based Approach
HTS	HIV Testing Services
JASL	Jamaica AIDS Support for Life
J-FLAG	Jamaica Forum for Lesbians, All Sexuals and Gays call Dane Lewis
JN+	Jamaican Network of Seropositives
JNFPB	Jamaica National Planning Board
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex people
MSM	Men who have Sex with Men
MTCT	Mother-to-Child Transmission
OCA	Office of the Children's Advocate
OCR	Office of the Children's Registry
PITC	Provider-Initiated Testing and Counselling
Seronegative	A person who is HIV-negative i.e. shows no evidence of HIV in a blood test
Seropositive	A person who is HIV-positive i.e. has had antibodies against HIV detected in a blood test
SRGBV	School-Related Gender-Based Violence
WSW	Women who have Sex with Women



STAMP OUT STIGMA

**Challenging HIV and
AIDS discrimination**

Source: <https://www.google.com.jm/search?q=hiv-related+stigma>

~~DISCRIMINATION~~
must stop!



[Reject it-Report it-Address it]

Are you being
treated badly
because of your
HIV status?

Call **JADS**
Its your right

*A Reporting and Redress System by the Jamaican
Network of Seropositives (JN+) for persons
Experiencing HIV Related Discrimination.*

📍 3 Trevennion Park Road
Kingston 5, Jamaica

🌐 www.jnplus.org
✉ www.jnplus@hotmail.com

☎ 1 876 929-7340
📠 1 876 839-8000

📘 jnplus
📺 jnsero
📺 jamplus

JN+
Jamaican Network of Seropositives

