

List of Internal Complaints Process (ICP) Officers

Updated December 2024

Public Authority	Head of Department	ICP Officer	Phone	Email
Auditors Oversight Authority	Paul Anderton	Kimberly Lutz	946-4052	Kimberly.Lutz@aoa.ky
Cabinet Office	Samuel Rose	Krista Seymour-Mohammed	244-2296	Krista.Seymour-Mohammed@gov.ky
Cayman Airways	Fabian Whorms	Joan West	949-8200/743-8211	customercare@caymanairways.net joannwest@caymanairways.net
Cayman Islands Airport Authority (CIAA)	Albert Anderson	Carlene Logan	244-5884	carlene.logan@caymanairports.com
Cayman Islands Cadet Corps	Col. Errol Brathwaite	No contact listed	none	cadetcorps@gov.ky Marlon.Levy@gov.ky Errol.Brathwaite@gov.ky
Cayman Islands Centre for Business Development (CICBD)	Althea West-Myers	Paula Buchanan Thais Ducent	244-3468 244-8009	Paula.Buchanan@gov.ky thais.ducent@gov.ky
Cayman Islands Customs and Border Control (CBC)	Bruce Smith	Marlon Bodden Martin Bodden Jr. Tamara Reid-Vernon	244-4902 949-4579	marlon.bodden@gov.ky Tamara.Reid-Vernon@gov.ky Martin.bodden@gov.ky
Cayman Islands Development Bank (CIDB)	Tracy Ebanks	Tracy Ebanks	814-6253	Tracy.Ebanks@cidb.ky
Cayman Islands Fire Service	D. Randy Rankin	Tina Ebanks-McBean	244-3909	Tina.mcbean@gov.ky Dwight.rankin@gov.ky
Cayman Islands Monetary Authority (CIMA)	Cindy Scotland	Cindy Scotland Anitya Matthew Leroy Whorms	244-1530 244-1484	cindyscotland@cima.ky anityamathew@cima.ky leroywhorms@cima.ky
Cayman Islands National Archive (CINA)	Charisse Morrison	Charisse Morrison	244-6555	charisse.morrison@gov.ky
Cayman Islands National Attractions Authority (former Tourism Attraction Board)	Patrick Thompson	Candace Ransome-Grant	949-6999 (ext. 1)	Personalassistant@cinaa.ky director@cinaa.ky
Cayman Islands National Insurance Company (CINICO)	Michael C. Gayle	Debra C. Humphreys	815-7339	dhumphreys@cinico.ky
Cayman Islands National Museum	Peggy Leshikar-Denton	Doss Solomon	949-8368 (ext. 2022)	dosssolomon@museum.ky
Cayman Islands National Weather Service	John Tibbetts	Shakira Gregory	945-5773 (ext. 5839)	shakira.gregory@gov.ky
Cayman Islands Postal Service	Sheena Glasgow	Xiomara Ebanks	945-6875 ext. 6450	xiomara.ebanks@gov.ky
Cayman Islands Public Library Service	Kevin Goring	Kevin Goring	244-6108	Kevin.goring@gov.ky
Cayman Islands Regiment	CO - Lt Col Roger Carter	Capt. Gabe Rabes	640-3889	Gabe.rabess@ciregiment.ky
Cayman Islands Stock Exchange	Marco Archer	Lecia McLaughlin	945-6060	lecia.mcLaughlin@csx.ky
Cayman National Cultural Foundation (CNCF)	Natalie Urquhart	Natalie Urquhart Yainelys Ebanks	949-5477	nurquhart@artscayman.org office@artscayman.org
Cayman Turtle Conservation and Education Centre Ltd.	Christopher Jackson (acting)	Geddes Hislop Vandanaa Baboolal	949-3894	gahislop@turtle.ky vandanaababoolal@turtle.ky

Public Authority	Head of Department	ICP Officer	Phone	Email
Children & Youth Services (CAYS) Foundation	Garth Arch (Chairman)	Keith Boyle (GM)	925-0954 (Keith) 525-5603 (Garth)	faa@cays.org.ky keith.boyle@cays.org.ky
Civil Aviation Authority of the Cayman Islands (CAACI)	P.H. Richard Smith	Wendy Didier	949-7811 (ext. 229) Wendy 244-8237	Wendy.didier@caacayman.com
Commissions Secretariat	Melanie McField	Melanie McField	244-3687 326-2532	Melanie.mcfield@gov.ky
Computer Services Department	Darvy Whittaker (designate)	Darvy Whittaker	244-2393	Darvy.whittaker@gov.ky
Department for International Tax Cooperation	Duncan Nicol	Tanya Scott	244-2215	tia@gov.ky tanya.scott@gov.ky
Department of Agriculture	Brian Crichlow (acting)	Gina Bodden Brian Crichlow	947-3090 (ext. 222) 947-3090 (ext. 248)	Gina.mcfield@gov.ky brian.crichlow@gov.ky
Department of Children & Family Services	Paulinda Mendoza-Williams	Millant Hydes-Brown	244-2471	millant.hydes-brown@dcfs.gov.ky
Department of Commerce and Investment (DCI)	Mitzi Watson-Jervis (interim)	Mitzi Watson-Jervis	244-2219	MWatson-Jervis@dc.gov.ky https://www.dci.gov.ky/documents/2024-03-27-07-58-06-Customer-Complaint-Policy.pdf
Department of Communications (formerly GIS)	Oneisha Richards	Takiyah Smith	244-1778	Takiyah.smith@gov.ky
Department of Community Rehabilitation	Melissa Rivas (acting)	Evalee McField	649-1429	evalee.mcfield@gov.ky
Department of Counselling Services	Judith Seymour	Jason Dunkley	949-8789 ext.8711	Jason.dunkley@gov.ky
Department of Education Services	Mark Ray	Kimberly Kirkconnell	244-1816	Kimberly.kirkconnell@gov.ky
Department of Environment	Gina Ebanks-Petrie	Sonya van de Wouw	244-5994 923-3957	sonya.vandewouw@gov.ky
Department of Environmental Health	Richard Simms	Richard Simms	244-5950	richard.simms@gov.ky
Department of Financial Assistance	Tamara Hurlston	Julie Faulknor-Grant	244-7255	Julie.faulknor-grant2@gov.ky DFACompliance@gov.ky
Department of Health Regulatory Services	Mervyn Conolly	Dr. Carlene Vassell-Webb	244-6731 949-2813/946-2084 (Main Line)	Carlene.webb@gov.ky
Department of Labour and Pensions	Bennard Ebanks Snr.	Leticia Goring	244-4031 244-4003	leticia.goring@gov.ky bennard.ebanks3@gov.ky
Department of Planning	Haroon Pandohie	Ron Sanderson	244-6504	Ron.sanderson@gov.ky
Department of Public Safety Communications	Sean Vasquez (acting)	Chelsea Blake (acting asst dir)	244-5222/5221 949-9008	Sean.vasquez2@gov.ky Chelsea.alvaranga@gov.ky
Department of Sports	Kurt Hydes	Dania Gall-Bennett	949-7082	danialgall-bennett@gov.ky
Department of Tourism	Rosa Harris	Kimberly McLean	244-1257	krmclean@caymanislands.ky

Public Authority	Head of Department	ICP Officer	Phone	Email
Department of Vehicle and Drivers' Licensing (DVDL)	David Dixon	Jason Azan	244-5515	Jason.azan@gov.ky DVDL.Helpdesk@gov.ky
Department of Vehicle and Equipment Services (DVES)	Stephen Quinland	Stephane Delapenha	949-5644	stephane.delapenha@gov.ky
Director of Public Prosecutions (DPP)	Simon Davies	Simon Spiers	244-4580	Simon.spiers@gov.ky
District Administration Department, Cayman Brac	Mark Tibbetts	Mark Tibbetts	244-4412	mark.tibbetts@gov.ky
Economics & Statistics Office	Adolphus Laidlow	Andrelene Royal	244-4602	Andrelene.royal@gov.ky
Elections Office	Wesley Howell	Sheena Glasgow	949-2474	sheena.glasgow@gov.ky
General Registry	Cindy Jefferson-Bulgin	Grace A. Bell	244-3403 946-7922 (Main line)	Grace.Bell@gov.ky General queries: cigenreg@gov.ky
Governor's Office	Governor Jane Owen	Greg Gibson Maria Leng	244-2425 244-2434	greg.gibson@fco.gov.uk Maria.leng@fco.gov.uk
Hazard Management Cayman Islands	Danielle Coleman	Simon Boxall Teresita DaSilva (Acting Deputy Director)	244-3145 244-3140	simon.boxall@gov.ky Teresita.DaSilva@gov.ky
Health Services Authority (HSA)	Lizzette Yearwood (C.E.O.)	Tina McLean Shanelle Lalor Kristina Bramwell	244-2820	tina.mclean@hsa.ky Shanelle.lalor@hsa.ky Kristina.bramwell@hsa.ky
His Majesty's Cayman Islands Prison Service	Daniel Greaves (acting)	Ricardo Lashley (acting deputy director)	947-3000	Ricardo.lashley@gov.ky
Judicial Administration	Christine McTaggart (Acting Court Administrator & Chief Officer)	Christina McTaggart	244-3805	Christina.Mctaggart@judicial.ky
Lands and Survey Department	Uche Obi	Uche Obi	244-3644	Uche.obi@gov.ky
Law Reform Commission/Attorney General's Chambers	Reshma Sharma (Solicitor General & Chief Officer)	Jose Griffith (Director of Law Reform Commission)	244-2338	Jose.griffith@gov.ky
Maritime Authority of the Cayman Islands (MACI)	Joel Walton	Nicola Moore-Gothar	815-1613	nicola.moore-gothar@cishipping.com
Ministry of Education	Lyneth Monteith (acting)	Stacy-Ann Dewar	244-2417	Stacy-ann.dewar@gov.ky
Ministry of Border Control, Labour and Culture	Wesley Howell	Allyson Minus-Phillips	244-3179	Allyson.Minus-Phillips@gov.ky
Ministry of District Administration and Lands	Wilbur Welcome (acting)	Wilbur Welcome	244-2246	Wilbur.welcome@gov.ky
Ministry of Finance and Economic Development	Kenneth Jefferson	Anne Owens	244-2255	anne.owens@gov.ky
Ministry of Financial Services and Commerce	Dax Basdeo	Arifa Hameed (Ms)	244-6639	Arifa.Hameed@gov.ky
Ministry of Health & Wellness	Nellie Pouchie	Nellie Pouchie	244-2342	Nellie.Pouchie@gov.ky
Ministry of Home Affairs	Michael Ebanks	Jameela Hollingsworth	244-3263	Jameela.Hollingsworth@gov.ky
Ministry of Investment, Innovation and Social Development	Tamara Ebanks	Tristaca Ebanks	244-2469	Tristaca.ebanks@gov.ky
Ministry of Planning, Agriculture, Housing, Infrastructure, Transport and Development	Eric Bush	Shannon Francis	244-3577	Shannon.francis@gov.ky
Ministry of Tourism and Port	Stran Bodden	Lorna Highwarden	244-2420	Lorna.Highwarden@gov.ky

Public Authority	Head of Department	ICP Officer	Phone	Email
Ministry of Sustainability and Climate Resiliency	Neyka Webster (acting)	Shiann Powery	244-2488	Shiann.Powery2@gov.ky
Ministry of Youth, Sports & Heritage	Teresa Echenique	Ventisha Conolly	244-3240	Ventisha.conolly@gov.ky
Mosquito Research and Control Unit (MRCU)	Alan Wheeler	Ligia Whitaker	244-4116	ligia.whitaker2@gov.ky
National Drug Council	Brenda Watson	Brenda Watson	949-9000	bwatson@ndc.ky
National Gallery of the Cayman Islands	Natalie Urquhart	Monica Boothe	945-8111	adminstration@nationalgallery.org.ky
National Housing Development Trust (NHDT)	Julio Ramos	SaraLee Moore	244-6205	Saralee.moore@gov.ky
National Roads Authority (NRA)	Edward Howard	Shena Ebanks	946-7780 (ext. 4013)	Shena.ebanks@nra.ky
Office of the Auditor General	Sue Winspear	Patrick Smith	244-3204	Patrick.smith@oag.gov.ky
Office of the Deputy Governor	Franz Manderson	Jodi Whittaker Kara Coe	244-2432	Jodie.a.whittaker@gov.ky Kara.coe@gov.ky
Office of the Ombudsman	Sharon Roulstone	Sharon Roulstone	946-6823	Sharon.roulstone@ombudsman.ky
Office of the Premier	Jana Pouchie-Bush	Jana Pouchie-Bush	244-2455 916-2864	Jana.pouchie-bush@gov.ky
Parliament of the Cayman Islands	Zena Merren-Chin	Melissa Ebanks	649-5637	Melissa.ebanks@parliament.ky
Port Authority of the Cayman Islands (PACI)	Paul Hurlston	Roylee Moore	914-3708	rmoore@caymanport.com
Portfolio of Legal Affairs	Reshma Sharma (Solicitor General & Chief Officer)	Colleen Williams	244-2336	Colleen.williams@gov.ky
Portfolio of the Civil Service (POCS)	Gloria McField-Nixon	Angela Cruickshank	244-2398	Angela.Cruickshank@gov.ky
Public Service Pensions Board (PSPB)	Jewel Evans Lindsey	Angella Bent-Thomas	244-7173	angella.bent-thomas@pspb.ky
Public Transportation Unit	Durk Banks	Durk Banks	926-1574 946-1323	Durk.Banks@gov.ky
Public Works Department (PWD)	Troy Whorms	Tanisha James		Tanisha.james@gov.ky
Radio Cayman	Norma McField	Norma McField	244-2189	norma.mcfield@gov.ky
Royal Cayman Island Police (RCIPS)	Kurt Walton	Wade Chase Anthony Ennis	244-5301	Wade.chase@rcips.ky Anthony.ennis@rcips.ky
Sister Islands Affordable Housing Development Corporation	Dave Tatum	Dave Tatum	948-8177	siahdc@gov.ky
Sunrise Adult Training Centre	Kimberly Voaden	Kimberly Voaden Ross Kelly (deputy)	938-3330 (cell) 949-3330	kimberly.voaden@gov.ky
Treasury	Matthew Tibbetts	Louella Thompson	244-2120	louella.thompson@gov.ky
Truman Bodden Law School	Mitchell Davies	Rhian Minty	945-0077 (ext. 6176)	Rhian.minty@gov.ky
University College of the Cayman Islands (UCCI)	J.D. Mosely-Matchett	Nadine McBean	623-0542	nmcbean@ucci.edu.ky hr@ucci.edu.ky
Utility Regulation and Competition Office (OfReg)	Peter Gough	Daniel Lee Joanne Conolly (deputy)	746-9614 746-9636	daniel.lee@ofreg.ky Joanne.conolly@ofreg.ky
Water Authority-Cayman	Gelia Frederick-van Genderen	Joanna Welcome-Martinez	949-2837 (ext. 2050)	joanna.welcome-martinez@waterauthority.ky

Public Authority	Head of Department	ICP Officer	Phone	Email
Workforce Opportunities and Residency Cayman (WORC)	Jeremy Scott	Risa Ritch Wayne Powell	926-3437 926-5850	Rosa.ritch@gov.ky Wayne.powell@gov.ky
Youth Services Unit	Mellony Bryan-Waugh	Mellony Bryan-Waugh	244-6307 943-1127	Mellony.bryan-waugh@gov.ky