



## Port St Mary Commissioners

### Complaints Policy and Procedure Guidance & Information Leaflet

This leaflet explains our complaints procedure.

Port St Mary Commissioners aims to provide a high standard of service to everyone we deal with, and we will endeavour to respond to any enquiry or complaint with efficiency, courtesy and fairness. The feedback we receive from you will allow us to monitor our standard of service, learn from you what may have gone wrong and use the information to improve future services.

A complaint arises when we fail to meet one of our standards, or someone is dissatisfied with something we have done or failed to do.

We will, at all times, listen to your complaints, treat them seriously and learn from them so we can continuously improve our service. This policy covers complaints about:

- The standard of service you should expect from us
- The behaviour of our staff in delivering that service
- Any action, or lack of action, by our staff or others engaged on Commissioners business.

This policy does not cover:

- Complaints about our policies or policy decisions
- Dissatisfaction or complaints about decisions made on individual cases, funding or requests for legal advice and assistance.
- Matters that have already been fully investigated through this policy
- Any anonymous complaints.

Should you need to make a complaint you can expect to be treated with discretion, courtesy, respect and fairness at all times. We expect that you will also treat any member of our staff, our Board or any independent person who is dealing with your complaint with the same discretion, courtesy, respect and fairness.

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant.

#### **How to Make a Complaint**

You can register a complaint in person, by telephone or in writing. Complaints which are made anonymously will be considered carefully and action taken where it is deemed appropriate. In the first instance, please complain directly to the person you have been dealing with. We want complaints to be dealt with as quickly as possible, and most can be resolved immediately. If you wish to speak to someone else, or you are still dissatisfied, direct your complaint to the Clerk who will take a note of your complaint, investigate it and report back to you in writing within 15 working days. If a detailed reply is not possible within that period, you will be contacted with an explanation

and told when a full response will be given. It is expected that most issues will be settled by this stage.

To submit your complaint in writing to the Clerk please complete the form on the back of this leaflet and forward to the following address:

Port St Mary Commissioners, Town Hall, The Promenade, Port St Mary, Isle of Man, IM9 5DA.

Should you require assistance in completing the form, please do not hesitate to contact us.

### **Making a Complaint in Person**

If a complainant visits the Town Hall and registers an enquiry or complaint in person, a member of the relevant team will be called to initially deal with the complaint. In our experience, most cases are resolved at that first contact. However, should further specialist knowledge be required, the Board will endeavour to provide an appropriate member of staff who is qualified to answer the enquiry or complaint at the time of the complainants first visit.

### **Making a Complaint by Telephone**

If a complainant would like to make a complaint by telephone they should initially ask for the member of staff providing the service, if this employee is not immediately available and the complainant would like to deal with them directly, arrangements can be made for the call to be returned. If the complainant would be willing to raise their complaint with someone else, within the department they are dealing with, they can do so. However, if the complainant wishes to speak to a senior officer, they should ask for the Clerk who will then investigate the matter and provide a full response in writing, within 15 working days. If it is not possible to provide a detailed reply within this time the Clerk will make contact and provide an explanation and when a full response will be given. In the case of a seriously complex complaint, which may involve the Commissioners in discussions and negotiations with other parties, we undertake to keep the complainant informed, on a monthly basis, at the very least.

### **Making a Complaint in Writing**

If the Commissioners receive an enquiry or complaint by letter or Email, a written acknowledgement will be sent to the complainant within 5 working days. The enquiry or complaint will then be dealt with urgently.

For ease, we have provided a complaints form within this leaflet, for complainants to complete and return to the Town Hall.

### **Procedure**

Once we have received a complaint, we will endeavour firstly, to try to settle any concerns you have informally and quickly. Every complaint will be taken seriously and will be dealt with in the most appropriate manner.

There are three stages to our complaints procedure, as follows:-

#### **Stage One:**

Once you have made your complaint, we may request a meeting or some more information from you in order to complete the relevant investigation. If your complaint is about a particular incident we may also need to speak to any witnesses or those directly involved. The investigation will always be carried out by a person who is not party to the complaint.

We will consider your views and all the evidence we collect and let you know the outcome of our findings within 15 working days. If a resolution is likely to take longer than 15 days, you will be kept informed about the relevant delays and timescales.

### Stage Two

If you are not completely satisfied with the outcome of stage one of our complaint process, you must let us know within 14 calendar days from receipt of the outcome. You must detail the full reasons for your continued dissatisfaction and let us have as much new or additional information as possible to enable us to carry out a further investigation. Any further investigation will be carried out by a person who has not had any involvement in stage one of the process.

We will re-consider your views, any previous evidence, any new evidence which has been presented and let you know the outcome within 28 calendar days. If a response will take longer than 28 days, you will be informed about the relevant delays and timescales.

### Stage Three

Should you still be dissatisfied after the completion of the previous 2 steps, you should write to The Chairman of the Board within 14 calendar days of the date of the previous response. You must state the full reasons for your continued dissatisfaction and let us have as much new or additional information and evidence as possible to enable us to carry out a further investigation.

We will re-consider any further written representations, previous information, new evidence and let you know the outcome within 28 days. If a response will take longer than 28 days, you will be informed about the relevant delays and timescales.

The outcome of stage 3 is final and no further correspondence on the matter will be considered.

### Further Information

If you are not satisfied with the final outcome of our investigation and wish to take this matter further please do not hesitate to take advantage of the Tynwald Commissioner for Administration Scheme, details of which can be found online at;

<https://www.tynwald.org.im/about/TCA/Pages/default.aspx>

Alternatively you may make contact with the Tynwald Commissioner for Administration direct at:

By email [ombudsman@parliament.org.im](mailto:ombudsman@parliament.org.im)

By post – Tynwald Commissioner for Administration, Office of the Clerk of Tynwald, Legislative Buildings, Finch Road, Douglas, Isle of Man, IM1 3PW

Please note that the Commissioner may only investigate a matter within 6 months of the decision being notified to the complainant.

### Declaration

We are committed to equal opportunities and we try to make all our policies and procedures easy to use and accessible to all our customers and partners. If you need any reasonable adjustment to allow you to use this policy, please let us know and similarly if you need a response in a particular format, please let us know.

**We will use the information you provide in accordance with the Data Protection Act 2018 for the purposes of dealing with your complaint. In order to deal with the matter effectively the information may be shared between different individuals within the Commissioners and, if necessary, with relevant third parties. In such instances the Board will ensure that your personal data is processed in accordance with the Act and our Privacy Notice which can be viewed at:**

<http://www.portstmary.gov.im/data-policy/>



## Port St Mary Commissioners

### Complaints Form

Please forward this form to the Clerk, Town Hall, The Promenade, Port St Mary, Isle of Man, IM9 5DA

Your name:

Address:

Postcode:

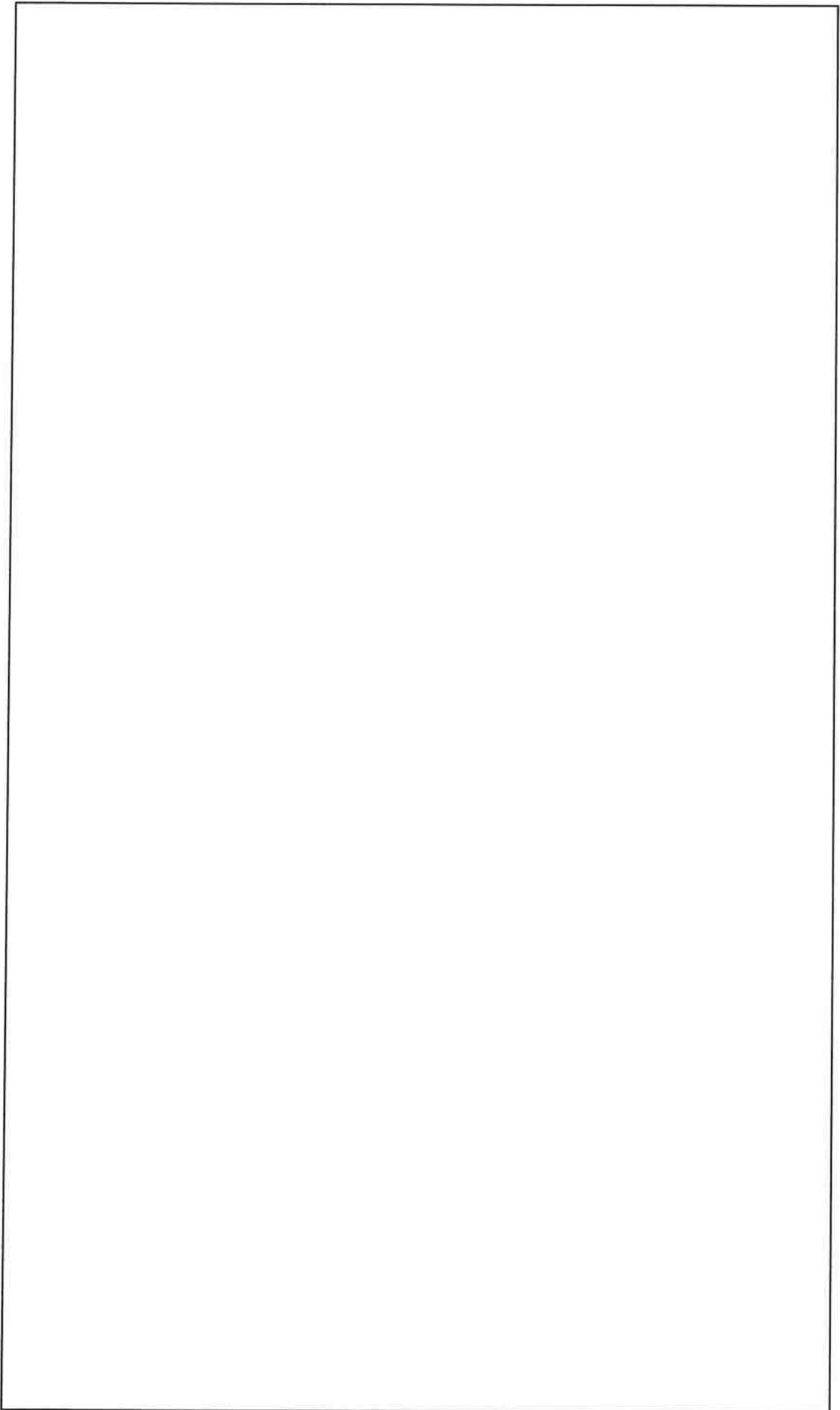
Your email address:

Your telephone number:

1. Staff involved - If you raised this complaint with a member of staff, please give details of the person/s you contacted.

2. The Complaint - Please give as much information as possible; continue on more paper if necessary

The Complaint continued..

A large, empty rectangular box with a thin black border, occupying most of the page below the text. It is intended for the user to provide details of the complaint.