



## **Complaints Procedure**

**Isle of Man Government**

Attorney General's Chambers

**October 2023**

## **Making a Complaint**

### **Our commitment to customer service**

The Attorney General's Chambers is committed to providing the highest standard of customer service, however whilst we do everything we can to ensure our customers get the best possible service, we understand that sometimes we don't always get things right.

The complaints process helps us help you, by providing a channel for you to communicate with us about where we've not met our high standards. It provides us with the opportunity to gain feedback and improve our service to you.

### **Before submitting a complaint**

We are here to resolve your problem and we do everything we can to make sure our customers get the best possible service. However, when we do not get things right we will encourage you to contact the person/area involved to tell them about your issue so that they can put matters right - alternatively you can request to speak with their manager.

### **Behaviour**

We reserve the right to protect our staff against any behaviour by customers that is unacceptable whether in person or in written correspondence.

The vexatious complaints, correspondence and behavior policy is [here](#) for reference.

### **What is not a 'complaint' under this procedure?**

We cannot consider a complaint if:

- your complaint is materially the same as a complaint which you have previously made and this has been finalised;
- your complaint relates to a decision which has been made under statute which is open to its own appeals mechanism or a challenge through the Courts;
- your complaint relates to dissatisfaction with a decision that has been made as a consequence of a formal process or Policy<sup>1</sup> that has its own appeals or complaints process;
- you are unhappy with an agreed Policy that Chambers operates. Any views you may have on its Policies and their effectiveness however, will be considered separately by Chambers;
- you or any organisation in which you are involved are the subject of an ongoing investigation or prosecution by the Attorney General's Chambers. In that case the courts will make the decision on whether or not we have acted correctly.
- the complaint is made in a manner which is vexatious or is framed in an abusive manner.

<sup>1</sup> "Policy" means an agreed and/or published document, approved by a Crown Officer or Director, setting a standard or describing a course of action which is used as a basis for decision making.

## **Classification of complaints**

For the purposes of recording in Chambers' complaints register, a complaint to Chambers must be one of the following:

- A complaint concerning any failure or undue delay by Chambers in making a decision or providing advice;
- A complaint concerning a failure of service which is not corrected or is not corrected within a reasonable timescale;
- A complaint concerning the failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements;
- A complaint concerning breach of confidentiality;
- Any other substantial complaint which does not fall within any of the foregoing definitions.

*It should be noted that complaints about a legal officer's actions or performance in respect of legal matters might be more appropriately dealt with by the Judiciary, Law Society, etc. and complainants may be advised as such.*

*Where a complaint relates to a matter that is sub judice, it may not be possible to determine the complaint until the matter has been adjudicated upon if, to do so, could prejudice the proceedings.*

## **Recording of complaints**

All complaints received will be recorded, together with a note of the action taken. Copies and any correspondence will be held on a central complaints register.

## Step-By-Step Complaint Process

### Step 1

In order for us to begin investigating your complaint it will need to be submitted in writing via email to attgen@gov.im or via post to;

The Complaints Officer  
Attorney General's Chambers  
Ground Floor  
Belgravia House  
Circular Road  
Douglas IM1 1AE

Please make sure to include;

- Your full name and preferred contact details (e.g. email, home or business address, telephone number)
- A detailed description of your complaint
- Dates and times that will be helpful with our investigation

We will provide a written acknowledgement to your complaint **within 5 working days** using the preferred contact details you have provided.

Your complaint will be passed to the relevant division and investigated by the manager and, if required, the senior manager of that area.

Where possible we will resolve your complaint **within 20 working days** – if it is not possible to meet this timeframe we will contact you to advise the expected timeframe for resolving your complaint.

### Step 2

If after receiving the response you feel that we have still not resolved your complaint, please write to His Majesty's Attorney General within 10 working days from the date the response letter was sent to you by email to attgen@gov.im or by post;

H.M Attorney General  
Attorney General's Chambers  
Ground Floor  
Belgravia House  
Circular Road  
Douglas IM1 1AE

His Majesty's Attorney General will provide a written acknowledgement to your complaint within **5 working days** using the preferred contact details you have provided.

His Majesty's Attorney General will endeavor to resolve the matter within **21 working days** of your escalation of the complaint to step 2. If it's not possible to meet this timeframe we will contact you to advise the expected timeframe for resolving to your complaint.

### **Step 3 - Tynwald Commissioner for Administration**

If upon receipt of the complaint response from the Attorney General you remain dissatisfied with the outcome, you may complain to the Tynwald Commissioner for Administration within six months of receipt of the outcome letter from the Attorney General.

Details of how to submit the complaint are provided below:

**Email** - [ombudsman@parliament.org.im](mailto:ombudsman@parliament.org.im)

**Post** - Legislative Buildings, Douglas, Isle of Man, IM1 3PW

**Website** - <http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

### **Personal Information**

His Majesty's Attorney General's Chambers is a data controller's for the purposes of the Data Protection Act 2018 and the Data Protection (Application of GDPR) Order 2018 and the Data Protection (Application of LED) Order 2018, together with any regulations made under them (Manx Data Protection Legislation).

In order to investigate your complaint fully it may be necessary to share some of your information with other officers within Chambers. This will only be done if absolutely necessary and in relation to resolving your complaint. The Attorney General's Chambers privacy notice can be viewed on the website [here](#) or a hard copy can be provided to you.

### **Equality**

His Majesty's Attorney General's Chambers is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all of our customers. We will take steps to accommodate any reasonable adjustments you may request to enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require. If you would like a response to a complaint in another format please advise us when you make your complaint.

For more information about the Equality Act 2017 please click this [link](#).