

*Updated 20 February 2023*



**Isle of Man**  
**Government**

*Reiltys Llan Vannin*

## **Department of Home Affairs Complaints** **Procedure**

Department Headquarters Building,  
Tromode Road, Douglas,  
Isle of Man.

IM2 5PA

Telephone: (01624) 694300

E-mail [generalenquiries.dha@gov.im](mailto:generalenquiries.dha@gov.im)

## **We value your feedback!**

The Department of Home Affairs is committed to providing efficient and effective public services. However, we know that any organisation providing a service will, on occasion, receive complaints. We aim to respond promptly, fairly and effectively to any such complaints received and recognise the benefit of a complaints procedure in identifying any areas where we can strengthen and improve our delivery of services.

## **How will my complaint be handled?**

In the first instance, your complaint will be dealt with by the relevant Service area directly.

***Please note: Any complaint regarding the Isle of Man Constabulary is dealt with under their complaints process which can be found at:***

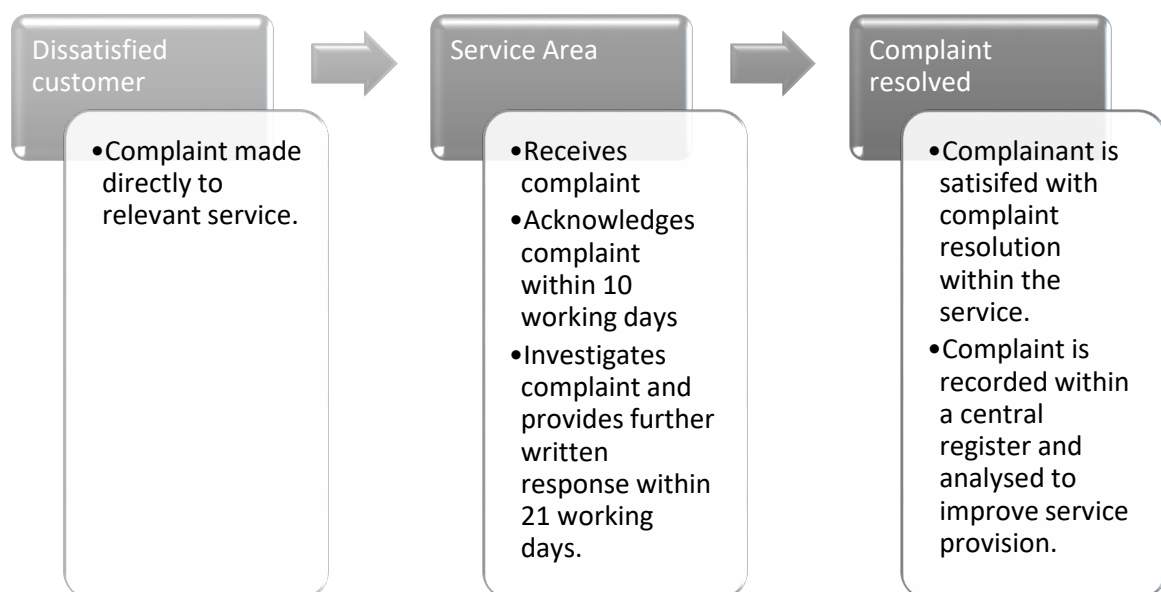
***<https://www.iompolice.im/footer/corporate/making-a-complaint/>***

If you feel dissatisfied with the quality of service, or a decision made by a member of staff, please talk to the person concerned as they may be able to deal with it informally and resolve the matter immediately.

If your complaint cannot be resolved informally then we will ask you to put it in writing. We will acknowledge receipt of your complaint within 10 working days and a review or investigation of your complaint will be undertaken by a senior officer as quickly as possible.

You can expect a full written answer within 21 working days. If we are not able to send a full reply within these timescales we will inform you of the reason why and will keep you up to date on the progress.

We will treat all written complaints seriously and deal with them in a confidential manner. You can expect to be treated with courtesy, respect and fairness at all times and we expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

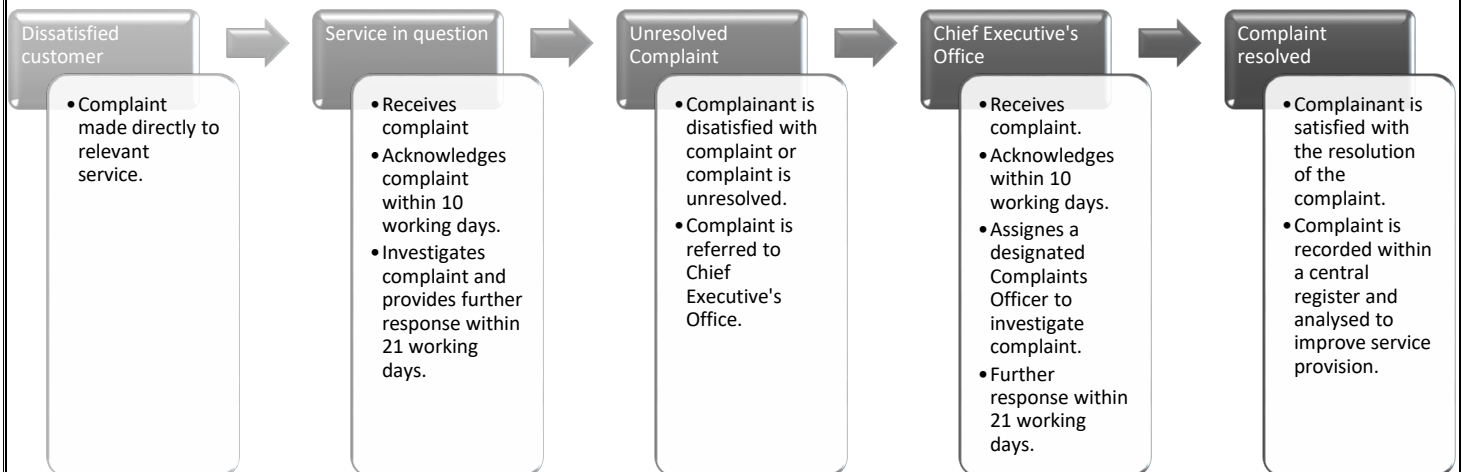


## **What if my complaint is unresolved, or I am dissatisfied with the procedure?**

If the matter:-

- has still not been resolved to your satisfaction, or
- is of a sensitive nature and directly involves one of the Heads of Service

the complaint will then be referred to the Chief Executive's Office, where an officer appointed by the Chief Executive will be assigned to deal with it.



## **What if I am still not satisfied?**

Following this process, if a resolution has still not been reached, you have the right (under Section 27 of the Tynwald Commissioner for Administration Act) to raise the matter with the **Tynwald Commissioner for Administration**. This must be done within **six months** of the Department's final decision. The Commissioner can be contacted:

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

By post - The Tynwald Commissioner for Administration, Legislative Buildings, Finch Road, Douglas, Isle of Man, IM1 3PW

## **How should I report my complaint?**

On page 7 of this document, a Complaints Form has been provided in order that you may submit your complaint with ease, and your complaint can be processed efficiently and in a timely manner.

If you cannot make a complaint yourself you can ask someone else to do this on your behalf, but we will need your written consent for this.

For the purposes of recording in the Central Register, complaints must fall into one of the following categories. Please refer to these categories when completing the complaints form.

- (C1) A complaint concerning a decision by the Department, Board or Office where there is no independent appeal mechanism;

- (C2) A complaint concerning any failure by a Department, Board or Office to make a decision;
- (C3) A complaint concerning a failure of service which is not corrected or is not corrected within a reasonable time-scale;
- (C4) A complaint concerning the failure of administrative arrangements or an over restrictive or narrow interpretation of such arrangements;
- (C5) A complaint concerning the application of inappropriate or unfair remedies;
- (C6) A complaint concerning breach of confidentiality;
- (C7) Any other substantial complaint not falling within any of the foregoing definitions.

### **What can I complain about?**

As noted above complaints must fall into one of the above categories (C 1-7). The following complaints do not warrant recording in the Central Register.

1. A complaint about a matter outside the competence of the Department, Board or Office;
2. A complaint where it is obvious that the complaint is malicious or vexatious;
3. A complaint where the complainant is not involved in the matter forming the subject of the complaint or has no direct interest;
4. A complaint which is made more than twelve months after the action has been taken which has led to the complaint being made;
5. A complaint which is successfully dealt with on the spot;
6. A complaint about a failure of service which is rectified within a reasonable time scale (e.g. failure of water or electricity supply);
7. A complaint solely regarding the attitude/behaviour of a member of staff (this is the subject of normal disciplinary enquiry);
8. A complaint solely against a decision which is the subject of an independent appeal mechanism or where the mechanisms available for further review and appeal have not been exhausted;
9. A complaint solely concerning the application of professional judgement.

### **Can I make an anonymous complaint?**

It is usually proper to disregard anonymous complaints, unless somebody is prepared to substantiate them.

### **Can I make multiple complaints?**

Yes, however, where a person has submitted multiple complaints we will, where we consider this to be inappropriate, give them the opportunity to withdraw a complaint or complaints.

If, in relation to what are considered to be groundless or vexatious complaints, or multiple complaints, the complainant declines to withdraw them, then the Department will follow the Government's Policy for managing vexatious complaints, correspondence and behaviour. This can be found at: <https://hr.gov.im/media/1168/vexpolfinal.pdf>

### **What action will be taken?**

When we get things wrong we will act to:

- Accept responsibility and apologise;
- Explain what went wrong and why;
- Make any changes required;
- Learn lessons from mistakes and review any policies or practices where appropriate.

The action taken will be proportionate and appropriate to the failure in service, and take into account what redress people seek when they complain. The complaints process does not include any form of financial compensation.

### **How will my complaint be stored?**

Complaints received by the Department are entered in a central Register of Complaints by category. They are then analysed in order that we may improve on our service provision.

As far as possible, all complaints will be treated in confidence in order to protect both the complainant and any member(s) of staff who may be the subject of the complaint.

All information handled and stored will be done so in accordance with The Data Protection Act 2018 and in line with Department's Privacy Notice available at: <https://www.gov.im/about-the-government/departments/home-affairs/home-affairs-privacy-notice/>

### **Who should I contact?**

- Isle of Man Prison and Probation Service  
**Isle of Man Prison**  
St Patrick's Close  
Coast Road  
Jurby  
Isle of Man  
IM7 3JP  
Telephone: +44 1624 891000
- The Isle of Man Fire and Rescue Service  
**Isle of Man Fire and Rescue Service**  
Department of Home Affairs Headquarters  
Tromode Road  
Douglas  
IM2 5PA  
Telephone: +44 1624 647300 or +44 1624 647303
- The Isle of Man Communications Division  
**Communications Division**  
Communications House  
Glencrutchery Road

Douglas  
Isle of Man  
IM2 6RE  
Telephone: Administration +44 1624 697300

- Department of Home Affairs, Chief Executive's Office  
**Department of Home Affairs**  
Tromode Road  
Douglas  
Isle of Man  
IM2 5PA  
Telephone: 01624-694300  
E-mail [generalenquiries.dha@gov.im](mailto:generalenquiries.dha@gov.im)

### Department of Home Affairs Complaints Form

Please return this completed form to the relevant service.  
All service contact details are listed on page 5 of the Complaints Procedure document.

#### Details of complainant:-

Title:-

Name:-

Address:-

Post Code:-

Telephone Number:-

Mobile Number:-

E-mail Address:-

#### Names and details of personnel involved:-

Names:-

Section of Department:-

##### Please circle the relevant service

- Fire and Rescue Service
- Prison Service
- Probation Service
- Communications Division

#### Category of complaint:-

Please tick one or more boxes of the following complaint categories described below :-

- C1
- C2
- C3
- C4
- C5
- C6
- C7

(C1) A complaint concerning a decision by the Department, Board or Office where there is no independent appeal mechanism;

(C2) A complaint concerning any failure by a Department, Board or Office to make a decision;

(C3) A complaint concerning a failure of service which is not corrected or is not corrected within a reasonable time-scale;

(C4) A complaint concerning the failure of administrative arrangements or an over restrictive or narrow interpretation of such arrangements;

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(C7) Any other substantial complaint not falling within any of the foregoing definitions

**Details of Complaint (please use separate sheet if necessary)**

*Please provide a clear description outlining your complaint and how you feel the matter can be satisfactorily resolved.*

Signature of complainant:- \_\_\_\_\_

Date signed:- \_\_\_\_\_

Print Name please:- \_\_\_\_\_

**For Official use only**

Date received by and officer's signature:- \_\_\_\_\_ Date received by Director:- \_\_\_\_\_

Date receipt sent:- \_\_\_\_\_ Date entered on central register of complaints:- \_\_\_\_\_

Name and Section of officer dealing with complaint:- \_\_\_\_\_

Date investigation of complaint completed:- \_\_\_\_\_

The Department of Home Affairs is registered with the Information Commissioner's Office as a data controller with registration number R000840. The personal information you provide on this form will be used for the processing of your request. We may also share your information with other public and private sector organisations in order to assist in this procedure. For more details on how we process your data please refer to the Department of Home Affairs privacy notice available here - <https://www.gov.im/about-the-government/departments/home-affairs/home-affairs-privacy-notice/>. This also sets out your rights under the Data Protection Act 2018 and explains how you can access your personal information and complain if you have concerns about how we are using it.