



Isle of Man Government

Reiltys Ellan Vannin

Complaints Procedure

Isle of Man Government

Cabinet Office

December 2023

Making a Complaint

Our commitment to customer service

The Cabinet Office 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 do not get things right.

The complaints process helps us help you, by providing a channel for you to communicate with us about where we have 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 Departmental Policy¹ that has its own appeals or complaints process;
- you are unhappy with an agreed Policy that the Department operates. Any views you may have on its Policies and their effectiveness however, will be considered separately by the Department;
- you or any body in which you are involved are the subject of an ongoing investigation or prosecution by Cabinet Office. 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.

¹ "Policy" means an agreed and/or published document, approved by a Minister or Political Member, setting a standard or describing a course of action which is used as a basis for decision making.

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 Complaints@csso.gov.im or via post to;

Cabinet Office
Executive Office
Third Floor
Government Office
Bucks Road
Douglas
IM1 3PN

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 from the division you feel that we have still not resolved your complaint, please write to the Chief Operating Officer, Cabinet Office within 10 working days from the date the response letter was sent to you by email to Complaints@csso.gov.im or by post;

Chief Operating Officer
Cabinet Office
Third Floor
Government Office
Bucks Road
Douglas
IM1 3PN

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

The Chief Operating Officer will endeavor to resolve the matter within **21 working days** of your escalation of the complaint to step 2. If it is 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 Chief Operating Officer 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 Chief Operating Officer.

Details of how to submit the complaint are provided below:

Email - ombudsman@parliament.org.im

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

Website - <http://www.tynwald.org.im/ombudsman>

Personal Information

The Cabinet Office is a data controller 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 department staff. This will only be done if absolutely necessary and in relation to resolving your complaint. The department's privacy notice can be viewed on the website [here](#) or a hard copy can be provided to you.

Equality

The Cabinet Office 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](#).