

# **GENERAL REGISTRY**

## **COMPLAINTS PROCEDURE**

This leaflet explains our complaints procedure.

Please note that a 'feedback form' also exists to help us monitor the effectiveness of our services and can be used in any scenario which might stop short of a complaint, or if you have any positive feedback to share with us about our 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. All complaints will be fully and fairly investigated.

### **SCOPE OF COMPLAINTS**

The following sets out areas which can fall within the complaints procedure:-

- A complaint about a matter within the competence or administrative services provided by the General Registry
- A complaint concerning a decision by the General Registry where there is no independent appeal mechanism
- A complaint concerning any failure to make a decision
- A complaint concerning a failure of service which is not corrected within a reasonable time
- A complaint concerning the failure of administration arrangements
- A complaint concerning the application of inappropriate or unfair remedies;
- A complaint concerning a breach of confidentiality caused by the General Registry
- Any other substantial complaint not falling within the foregoing definitions.
- A complaint which is made less than 3 months after the action has been taken which has led to the complaint being made.

### **Outside of the Scope of the Complaints process**

The following areas are outside of the General Registry's complaints procedure (in accordance with established Isle of Man Government practice for complaints handling) and may be dismissed:-

- A complaint that relates to a judicial decision or the case management of a matter by a member of the judiciary
- A complaint against the personal conduct of a member of the judiciary
- A complaint where the complainant is not involved in the matter forming the subject of the complaint or has no direct interest therein
- A complaint which has been successfully dealt with
- A complaint solely concerning the application of professional judgement
- 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
- A complaint that has been previously subject to the General Registry complaints procedures and where no new substantial information exists
- A complaint where it is obvious that there is no prima facie case to answer or that the complaint is frivolous, malicious or vexatious\*

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\* Unreasonable persistent and vexatious complainants may, because of the nature or frequency of their contacts, hinder consideration of their or other people's complaints. Definitions may include but are not confined to: refusal to specify grounds for a complaint, refusal to co-operate with the investigation process, changing the substance or basis of the complaint without reasonable justification, a matter which has already been dealt with and does not present any material new evidence, harassing or verbally abusing staff dealing with their complaint, insisting on the complaint being dealt with in ways incompatible with procedures or good practice, persist in seeking an outcome which has been explained is unrealistic for legal, policy or other valid reasons, etc.

### **HOW TO MAKE A COMPLAINT**

In the first instance, please address your complaint 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 feel uncomfortable about doing this, or if you remain dissatisfied after you have done this, you may direct your complaint (or ask for it to be directed) to a senior officer in the General Registry.

This can be done by writing to the Chief Registrar at the address below who will forward it to the appropriate manager:-

**Chief Registrar  
General Registry  
Isle of Man Courts of Justice  
Deemsters Walk, Bucks Road,  
Douglas, Isle of Man  
IM1 3AR  
Tel: (01624) 685265**

All complaints received by the General Registry within the foregoing definitions will be acknowledged within 5 working days of receipt.

In order to be dealt with fairly and appropriately, complaints must clearly state the following:-

- The complainant's name, address and telephone number
- The name of the officer or area of the General Registry about who/which the complaint relates (or provide sufficient information for the officer/area to be identified)
- The specific grounds of the complaint

Copies of all the documents relied upon to support the complaint should be included and the complaint received as soon as possible and in any event, no more than three months after the incident that the complaint is about.

A pro forma template to assist anyone needing to make a complaint is attached to these procedures.

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### **WHAT TO DO IF YOU ARE STILL NOT SATISFIED WITH ANY RESPONSE UNDER THE ABOVE PROCEDURES**

If you are not satisfied with the outcome of the complaint you may appeal in writing directly to the Chief Registrar, at the address given above, who will review the matter.

### **STEP BY STEP SUMMARY TO MAKING A COMPLAINT**

If you have a complaint:

First, check the complaint relates to:-

- One of the areas which is set out above as being within the scope of complaints
  - A matter within the past 3 months
  - Relates to a service or administration matter concerning the delivery of services by the General Registry and is not outside the scope
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- Step 1. Raise it with the person providing the service
  - Step 2. If not satisfied write to the Chief Registrar who will refer the matter to the appropriate manager for consideration
  - Step 3. If still dissatisfied, appeal to the Chief Registrar

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### COMPLAINTS PRO FORMA

Please forward to the Chief Registrar, General Registry, Courts of Justice, Deemsters Walk, Bucks Road, Douglas, IM1 3AR.

Your name \_\_\_\_\_

Your address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your telephone number \_\_\_\_\_

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

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2. **Specific grounds of the complaint** - Please give as much information as possible, including dates. (Continue on additional pages as required).

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Signed \_\_\_\_\_ Date \_\_\_\_\_

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