

**Office Opening Hours** – excluding Bank Holidays

### Head Office

Markwell House, Market Street, Douglas, IM1 2RZ  
Telephone (01624) 685656

Monday – Thursday: **9.15am – 5.00pm**  
Friday: **9.15am – 4.30pm**

### Castletown

Old Customs House, The Quay, Castletown,  
IM9 1LD. Telephone (01624) 822300

Monday: **Closed**  
Tuesday: **9.15am – 1.00pm**  
**2.15pm – 5.00pm**  
Wednesday and Thursday: **Closed**  
Friday: **9.15am – 12.45pm**

### Port Erin

This Rosein, Castletown Road, Port Erin, IM9 6DB  
Telephone (01624) 833146

Monday: **9.15am – 1.00pm**  
**2.15pm – 5.00pm**  
Tuesday – Thursday: **Closed**  
Friday: **2.15pm – 4.30pm**

### Ramsey

Cummal Mooar, Queen's Promenade, Ramsey,  
IM8 1EL. Telephone (01624) 812138

Monday: **9.15am – 1.00pm**  
**2.15pm – 5.00pm**  
Tuesday: **Closed**  
Wednesday: **9.15am – 1.00pm**  
**2.15pm – 5.00pm**  
Thursday: **9.15am – 1.00pm**  
Friday: **9.15am – 1.00pm**  
**2.15pm – 4.30pm**



**SOCIAL SECURITY**  
*Shickyrys Y Theay*

### Code of Practice on Access to Government Information

"The target for response to simple requests for information is 10 working days from the date of receipt. This target may need to be extended when significant search or collation of material is required. Where information cannot be provided under the terms of the Code, an explanation will be given." - Isle of Man Government, May 1996. You can find the Code online at [www.gov.im/cso](http://www.gov.im/cso) or by contacting the DHSS Business Support Team on 685138.

**This leaflet is available in large print or audiotape upon request.**

August 2008



**SOCIAL SECURITY**  
*Shickyrys Y Theay*

## Social Security Division Service Standards



**Isle of Man  
Government**  
*Reiltpa Ellan Vannin*

## About Social Security Division

This leaflet is designed to tell you what you can expect when you contact the Social Security Division in terms of our services and our staff. It is part of the Department of Health and Social Security's commitment to quality services for the public.

Social Security is a Division of the DHSS. We are responsible for the administration of the Island's Social Security Benefits and the National Insurance contributions systems and for regulating certain aspects of occupational and personal pension schemes.

We have offices in Douglas, Ramsey, Castletown and Port Erin. Our head office is in Markwell House, Market Street, Douglas, IM1 2RZ.

We endeavour to communicate with those who use our services in a timely, clear, courteous and respectful manner and value your views on how well we are doing.

## Contacting us by telephone

You can expect us to:

- Answer the telephone within six rings. Please note that there may be a short delay if we are already dealing with another enquiry
- Respond courteously, identifying ourselves and our section by name
- Re-direct you to the appropriate area, if your business involves another service
- Deal with your enquiry immediately, or take your details and call you back within one working day if this is not possible
- Inform you of how long a search for information should take, if your query requires us to perform a significant search for information
- Return your call the following working day, if you leave a phone message outside of working hours.

## Contacting us by letter or email

You can expect us to:

- Respond within 10 working days of receipt of your enquiry. This may be an interim response pending a further, full reply
- Keep you informed about any delays, if the information you request cannot be given to you within 10 working days
- Provide you with an explanation, if the information you request cannot be given
- Provide information in a clear, concise and easy to understand manner avoiding or explaining technical terms
- Treat your enquiry confidentially

## Visiting us

You can expect us to:

- Respond within one minute of you ringing any counter bell
- Answer your query immediately, if we are able to, or re-direct you to the appropriate section
- Respect your privacy, dignity and confidentiality

## Information from the Social Security Division

You can expect information to be:

- Accurate at the time of issue and dated
- Presented in a clear, concise and easy to understand manner, avoiding or explaining technical terms
- Include a full postal address and contact details for follow up queries
- Provided in large print or audio tape upon request
- Issued in accordance with the Government's Code of Practice on Access to Government Information – see overleaf.

## Listening to your views

We welcome comments on our services, so that we can learn from our shortcomings as well as our achievements, and we are committed to continuous improvement.

You can expect us to:

- Provide an opportunity for you to comment on service provision by ensuring that comment forms are available in the reception area and on the DHSS website
- Provide an opportunity for those who use our services to comment on service provision not less frequently than every two years
- Provide an opportunity for you to discuss your comments or concerns with a senior member of staff in the first instance
- Use the information obtained to improve our services where necessary
- Be honest and open with you, as we hope you will be with us
- Provide you with information regarding complaints procedures, should you wish to express your concerns in this way.

## Further information

If you would like further information about the services provided by the Social Security Division, please email us at [socialsecurity@gov.im](mailto:socialsecurity@gov.im) or call the Social Security general enquiry number on 685656 and your call will be transferred to the appropriate section.

## Key Contact:

Ken Crellin, Director of Social Security,  
2<sup>nd</sup> Floor, Markwell House, Market Street, Douglas  
IM1 2RZ  
Email: [Ken.Crellin@gov.im](mailto:Ken.Crellin@gov.im)  
Telephone: 01624 685021