



Department of Trade & Industry
Rheynn Dellal as Jeadys



COMPLAINTS PROCEDURE

We are committed to providing a high quality, accessible and responsive service to business and the community. However, if you believe that things have gone wrong or we have failed to meet the standards of service you expect and there is no formal appeals procedure available, then please make us aware of your problem or concern.

What to do first...

Explain the problem or concern, either verbally or in writing, to the member of staff with whom you are dealing as they may be able to resolve the matter for you quickly. Please make sure they understand your complaint properly and what you think should be done to put things right.

If you are still not happy with the situation then either write to or ask to see the Section Manager.

If neither of these people have been able to resolve your complaint and you still feel aggrieved then you should bring the matter to the attention of the Department's Complaints Officer.

The Department's Complaints Officer...

The Complaints Officer, who is the Department's Deputy Chief Executive, has full powers to investigate any complaint received and, where a complaint is upheld, to resolve the matter speedily.

Please write to: Mark Kelly,
 Deputy Chief Executive,
 Department of Trade & Industry,
 Hamilton House,
 Peel Road,
 Douglas,
 Isle of Man,
 IM1 5EP.

If you are uncertain about whom to speak or write to then you should contact the Complaints Officer for advice. Tel: 682370 e-mail: complaints@dti.gov.im

A leaflet outlining the complaints procedure is available from all Department offices.