



**Isle of Man**  
Government  
*Reillys Ellan Vannin*

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.

Please let us know when:

- you are not satisfied with the standard of service you have received;
- you have not received a service you think should be available to you; or
- you feel that you have not been treated with politeness and respect.

We do take all problems and concerns seriously and while it is not possible to please everyone all of the time we will listen and do everything possible to deal with your complaint. We will always explain the reasons for our actions.

As a Department we encourage comment and feedback at any time.

### **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.

Please remember:

if there is a formal appeals procedure available to you then this is the route you must follow. The member of staff with whom you are dealing will always be pleased to give to you information about appeals procedures and how you should go about lodging an appeal.

If you are uncertain about whom to speak or write to then you should contact the Complaints Officer for information or advice.

Tel: 01624-682370

e-mail: [complaints@dti.gov.im](mailto:complaints@dti.gov.im)

## 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.

Should you wish to bring a complaint to the attention of the Complaints Officer then this must be done in writing. You can do so personally or through a representative e.g. a Member of Tynwald.

Please write to:

Deputy Chief Executive,  
Department of Trade & Industry,  
Hamilton House,  
Peel Road,  
Douglas,  
Isle of Man,  
IM1 5EP.

The Complaints Officer will need to know:

- the part of the Department that is relevant to your complaint, and the name(s) of the member(s) of staff with whom you have been dealing in relation to the matter (if known);
- a clear description of the complaint and what you would like to be done to resolve the matter;
- your full postal address and telephone number (and e-mail address if you have one).

## What will happen when you make a complaint ...

If we are unable to resolve your complaint immediately we will:

write to you within **5 working days** of receipt and tell you:

- **What** we understand to be the nature of the complaint;
- **How** we will deal with your complaint and how long it is likely to take;
- **Who** is responsible for dealing with your complaint; and
- **How** we will keep you informed of progress.

We will give you a full written answer within **28 working days** of receipt of the complaint, or sooner if possible. If we cannot give you an answer within 28 days we will explain why and give you a new deadline.