



Isle of Man
Government

Rei ttus Ellan Vannin

Social Security Division Complaints Policy

The Social Security Division is committed to providing a quality service and we welcome your comments, compliments, and complaints to help us achieve this. [Our service standards](#) (found on our website www.gov.im/socialsecurity) leaflet tells you about the service you should expect from us.

This policy provides information about complaints specific to the benefits teams within the Social Security Division which includes state pensions, Jobcentre and Criminal Injuries.

For complaints about Legal Aid, see the separate complaints policy at www.gov.im/legalaid.

For additional information about complaints to the Treasury see the [Treasury Complaints Handbook](#). www.gov.im/treasury

Making a complaint

If our service doesn't meet your expectations or [our service standards](#), it is important that you tell us so that we can improve in future.

We are committed to dealing with all complaints in a fair, impartial and timely manner.

Please send your complaint by email or post to:
Support Services, Social Security Division, Markwell House, Market Street, Douglas, Isle of Man, IM1 2RZ.

socialsecuritycomments@gov.im
www.gov.im/socialsecurity

All calls to and from Social Security are recorded for the benefit of our customers and staff to assist in the provision of service standards and to prevent any potential disputes.

Appeals about decisions are not treated as complaints

If you are not satisfied with our decision on your benefit claim you can ask for the decision to be reconsidered.

If you are not satisfied with the reconsideration you may appeal to the independent Social Security Appeals Tribunal.

For advice on our appeal procedures, see our leaflet 'If you think our decision is wrong', online at www.gov.im/socialsecuritycomments or from Social Security offices.

How to complain

A complaint can be made by:

- A customer
- Someone acting on behalf of a customer with their consent
- Someone acting on behalf of a customer who does not have the capacity to make a complaint themselves

We use the word 'customer' to mean anyone wishing to access support, guidance, or information as well as people making a claim to social security benefit.

First you should speak to the person you have been dealing with to discuss your complaint. If they can't resolve the complaint, you can ask to speak to the manager of the section you have been dealing with to see if the complaint can be resolved. The manager may not be able to see you straight away, but you will be able to make an appointment to come and see them.

If you are not satisfied with the outcome of your complaint, you should write to the Director of Social Security within 13 weeks.

Please give us as much information as possible, including:

- Your full name and address
- Your telephone number and email address
- Which service your complaint is about
- A detailed description of the complaint and what you think should be done to resolve the problem

We will:

- Investigate fully and fairly
- Aim to give you an answer within 10 working

- days of receiving your complaint
- Give you an interim reply if we cannot give you an answer within 10 working days
- Keep you informed of progress.

Standards for managing a complaint

We will not treat you less favourably than anyone else because of your:

- age
- disability
- gender reassignment (whether proposed, commenced or completed)
- legal marital or civil partnership status
- pregnancy and maternity
- race (this includes colour, ethnic or national origin or nationality or caste)
- religious or political beliefs (this includes lack of religious or political beliefs)
- sex
- sexual orientation (LGBT + and heterosexual)

Reasonable adjustments and alternative formats

The Social Security Division 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 try to accommodate any reasonable adjustments you may need to enable you to make a complaint or receive a response to a complaint.

If you require any assistance when making or receiving a response to a complaint please contact socialsecuritycomments@gov.im 01624 686415.

Data Protection

We log all information about the complaint, including the name and contact details of the complainant. This information is treated confidentially and is only used for the purposes of dealing with the complaint. This could include sharing information to carry out a full investigation if necessary. <https://www.gov.im/about-the-government/departments/the-treasury/social-security-division/privacy-notice/>

Special Payments

We make every effort to pay you the right amount of benefit at the right time. Occasionally, however, we make mistakes.

We may be able to consider making a special payment if you have suffered actual financial loss because we made an error in dealing with your case, or because we gave you the wrong information.

If you think any of these circumstances apply to you, please tell us in your complaint.

There is no legal liability, right or entitlement to special payments. We consider each case individually, and a payment in one case does not set a precedent for other similar cases.

Compliments and comments

We welcome any comments you would like to make about our facilities or the way in which we provide our services, such as the quality of our information or the helpfulness of our team.

You do not have to give us your contact details if you are making a comment or wish to compliment us, but if you do, it will mean we can contact you if we need more information, or to keep you up to date with any action we take as a result of your comments.

Vexatious complaints

The Social Security Division follows the Treasury policy on vexatious complaints.

Whilst the Treasury will ensure that it deals with all complaints fairly, consistently and without delay, there may be the occasional instance when a complaint has been made that is considered vexatious or groundless, including unreasonably persistent contact about the same issue that has previously been dealt with.

If this happens, the person making the complaint will be contacted to explain why their complaint is considered to be vexatious, and given the opportunity given to withdraw the complaint(s).

When the complaint is considered to be vexatious or groundless and the offer to withdraw the complaint is declined, action may be considered to restrict the complainant's contact with the Treasury.

What if I am dissatisfied with the outcome of my complaint?

If you are still dissatisfied with the outcome of your complaint, after it has been escalated within the Department, you can submit your complaint to the Tynwald Commissioner for Administration, for the complaint to be investigated further.

This must be done within six months of the Department's final decision.

Read more about this process at

[Tynwald Commissioner for Administration.](#)

www.tynwald.org.im/about/TCA