

## Contact Us

### Markwell House

Market Street, Douglas, IM1 2RZ  
(Telephone: 685656)

Monday - Thursday 9.00 am - 5.00 pm  
Friday 9.00 am - 4.30 pm

### Ramsey Office

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

Tuesday - 9.15 am - 1.00 pm  
1.45 pm - 4.30 pm

and

Thursday - 9.15 am - 1.00 pm  
1.45 pm - 4.30 pm

**Email:** [socialsecuritycomments@gov.im](mailto:socialsecuritycomments@gov.im)

**Website:** [www.gov.im](http://www.gov.im)



**Isle of Man  
Government**

*Reiltys Ellan Vannin*

SSD 20  
May 2018



**Social Security**

**Standards of Service**

Social Security Division  
Markwell House, Market Street  
Douglas, Isle of Man. IM1 2RZ  
[www.gov.im](http://www.gov.im)

The Treasury  
*Yn Tashtey*

## **About Social Security Division:**

Social Security is a division of the Isle of Man Treasury. We are responsible for the administration of the Island's social security benefits and the regulation of occupational and personal pension schemes in some respects.

We are based in Markwell House, Douglas and have an office in Ramsey.

## **You can expect us to:**

- Help you, listen to you and make you feel at ease when dealing with us
- Treat you with respect, courtesy and dignity and be open and honest at all times
- Be accessible in ways that are convenient to you
- Take steps to meet special needs
- Protect your personal information
- Provide value for money in our services
- Protect public money by not tolerating benefit fraud
- Take any comments or complaints seriously; our leaflets, website or staff can tell you how to complain.

## **If you visit us we will:**

- Be friendly, welcoming and helpful
- Provide a pleasant, clean, tidy and safe reception area
- Respect your privacy when talking to you and arrange a private interview on request
- Ensure that queues are kept to a minimum
- Respond within one minute of you ringing the counter bell
- Not keep you waiting for more than 10 minutes after your appointment time.

## **If we visit you we will:**

- Remember we are in your home and treat it with respect
- Arrive at your home on time, or inform you if this is not going to be the case
- Identify ourselves using official ID cards and give you our name
- Provide you with relevant information and check you understand this information.

## **If you telephone us we will:**

- Answer your call within 6 rings, courteously, identifying ourselves by section and name.
- Try to deal with your enquiry without passing your call to another person
- Deal with your enquiry immediately, or take details and call you back within one working day
- Re-direct you to the appropriate area, if your business involves another service
- Keep you informed and updated on your enquiry and provide you with timescales for a resolution.

All calls to and from Social Security are recorded for quality purposes, to prevent crime or misuse, to ensure staff act in compliance with required procedures and standards and assist in the provision of training, monitoring and service improvement.

## **If you contact us by letter or e-mail we will:**

- Respond to you within 10 working days.
- Write to you as clearly as we can and explain any technical terms
- Provide you with the name and telephone number of the person who is dealing with your enquiry.

## **For us to help you, you should:**

- Tell us straight away if your personal circumstances change
- Be honest and open with us
- Keep any appointment you have with us, or let us know as soon as possible if you can't
- Treat staff and visitors in our waiting areas with courtesy and respect
- Tell us if you need to communicate with us in a different way, for example, audio or large print.

## **Why your views are important to us:**

- It will help us to monitor that we are doing what we say we will
- We will use your feedback to improve our services.

## **How we make sure that we continue to do things right?**

- By monitoring correspondence and complaints
- By asking for feedback from you.