



Isle of Man
Government

Reillys Eilan Vannin

DEFA



Unhappy with our Service?

How to complain

Department of Environment, Food and Agriculture

The Department of Environment, Food and Agriculture is committed to provide its customers with a high standard of service. However, if you feel that we have failed to provide the level of service you might reasonably expect we would like to know in order to help us improve. The aim of this leaflet is to explain how to go about making a complaint if you feel dissatisfied.

1. If you are not provided with the standard of service you expect, please let the Department Officer you are dealing with know. This might enable the complaint to be dealt with 'on the spot'.
2. If you fail to get satisfaction, please put your complaint in writing, if possible, to the Directorate you are dealing with:

Corporate Services Directorate

Mr Michael Ball

Director of Corporate Services

Department of Environment, Food and Agriculture

Thie Slieau Whallian

Foxdale Road

St John's

Isle of Man IM4 3AS

Tel: (01624) 686501

Environment, Safety & Health Directorate

Mr Bernard Warden

Director of Environment, Safety & Health

Department of Environment, Food and Agriculture

Thie Slieau Whallian

Foxdale Road

St John's

Isle of Man IM4 3AS

Tel: (01624) 685882

Agriculture Directorate

Dr Peter McEvoy

Director of Agriculture

Department of Environment, Food and Agriculture

Thie Slieau Whallian

Foxdale Road

St John's

Isle of Man IM4 3AS

Tel: (01624) 685844

Fisheries Directorate

Mrs Karen McHarg

Director of Fisheries

Department of Environment, Food and Agriculture

Thie Slieau Whallian

Foxdale Road

St John's

Isle of Man IM4 3AS

Tel: (01624) 685857

Forestry, Amenity and Lands Directorate

Mr Steven Stanley

Interim Director of Forestry, Amenity and Lands

Department of Environment, Food and Agriculture

Thie Slieau Whallian

Foxdale Road

St John's

Isle of Man IM4 3AS

Tel: (01624) 801263

Government Laboratory

Mr Paul Lenartowicz

Government Analyst

Government Laboratory

Ballakermeen Road

Douglas, IM1 4BR

Tel: (01624) 642250

Planning & Building Control

Ms Jennifer Chance

Director of Planning & Building Control

Department of Environment, Food and Agriculture

1st Floor Murray House

Mount Havelock

Douglas, IM1 2SF

Tel: (01624) 685153

If you prefer, you may telephone or, alternatively, a meeting could be arranged.

3. We will aim to let you know how your complaint is being dealt with within seven working days of receipt of your letter.
4. If you still feel dissatisfied, you may write to the Chief Executive at the address below.

Mr Richard Lole
Chief Executive
Department of Environment, Food and Agriculture
The Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS

He will aim to review your complaint and how it has been managed and will contact you within seven working days.

All problems and concerns are taken seriously and everything reasonable will be done to resolve your complaint.

The Department of Environment, Food and Agriculture welcomes comments and feedback at any time.