



**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, in the first instance please let the relevant 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 from that Officer, please put your complaint in writing, if possible, to the appropriate Directorate setting down your reasons for the 'formal complaint':

### **Corporate Services Directorate**

Mr Michael Ball

Director of Corporate Services

Department of Environment, Food and Agriculture

The 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

The 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

The Slieau Whallian

Foxdale Road St John's

Isle of Man IM4 3AS Tel: (01624) 685844

## **Fisheries Directorate**

Mrs K McHarg  
Director of Fisheries  
Department of Environment, Food and Agriculture  
The Slieau Whallian  
Foxdale Road St John's  
Isle of Man IM4 3AS      Tel: (01624) 685857

## **Forestry, Amenity and Lands Directorate**

Mr Andrew Sidebottom  
Director of Forestry, Amenity and Lands  
Department of Environment, Food and Agriculture  
The Slieau Whallian  
Foxdale Road St John's  
Isle of Man IM4 3AS      Tel: (01624) 801263

## **Government Laboratory**

Mr Paul Lenartowicz  
Government Analyst  
Department of Environment, Food and Agriculture  
Government Laboratory  
Ballakermeen Road  
Douglas, IM1 4BR      Tel: (01624) 642250

## **Planning & Building Control**

Ms J 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 and a timescale for a full reply 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  
Thie Slieau Whallian  
Foxdale Road St John's  
Isle of Man IM4 3AS

The Chief Executive will aim to review your complaint, 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.