



Isle of Man Government

Reiltys Ellan Vannin



Complaints Procedure

The Treasury
Yn Tashtey

INTRODUCTION

The Treasury is committed to providing you, our customers, with an effective and efficient service. It is recognised, however, that any organisation providing a service will occasionally make mistakes and receive complaints. We recognise the benefit to our organisation from having a complaints procedure as it gives us the opportunity to improve the service we provide. The Treasury will respond to any complaint promptly. We will treat all complaints fairly and consistently. We undertake to treat any complaint made about our services as follows:

WHO DO I COMPLAIN TO?

The Treasury is divided into five Divisions and is located over several addresses. To ensure that your complaint is dealt with quickly and consistently we have designated one officer in each Division to deal with complaints. Your complaint should therefore be made to **The Complaints Officer** at the relevant Division listed at the end of this leaflet.

WRITTEN COMPLAINTS

If you make a complaint in writing we will send you an acknowledgement within seven working days. An investigation into your complaint will be undertaken by the relevant Complaints Officer and you will be notified of the decision taken as soon as possible. This will normally be within seven working days of the date of the letter of acknowledgement. However, if the investigation takes longer than seven days, you will be notified of the progress made in investigating your complaint

VERBAL COMPLAINTS

When you make a verbal complaint an acknowledgement letter will be sent to you. This will include a summary of our understanding of the nature of the complaint you have made and will invite you to confirm in writing its accuracy. On receipt of this we will make a report of your complaint to assist in any investigation required.

WHAT IF I AM DISSATISFIED WITH THE OUTCOME OF MY COMPLAINT?

Your complaint should, in the first instance, be addressed to the Complaints Officer at the relevant Division. If your complaint is unresolved or you remain dissatisfied, your complaint can be escalated, with any further correspondence addressed to the Chief Financial Officer, The Treasury, Government Office, Buck's Road, Douglas, IM1 3PU, who can appoint an independent person to review your complaint.

WHAT IF I AM STILL DISSATISFIED WITH THE OUTCOME OF MY COMPLAINT?

Should you still remain 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*. The link below will provide further details on this process:

<http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

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.

In line with Government Policy, if such instances occur, the person making the complaint will be informed of this and it explained why it is considered that this is the case and 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.

RECORDING OF COMPLAINTS

All complaints received will be recorded by the receiving Division together with a record of the action taken.

Complaints which will not be recorded in the Central Register are as follows:

- A complaint about a matter outside the competence of the Treasury.
- A complaint where it is determined that there is no prima facie case to answer or that the complaint is frivolous, malicious, trivial or vexatious.
- A complaint where the complainant has no direct involvement or interest in the subject of the complaint.
- A complaint which is made more than twelve months after the "action" leading to the complaint.
- A complaint which is successfully dealt with "on the spot" .
- A complaint about a service which is rectified successfully within a reasonable timescale.
- A complaint solely against a decision which is the subject of an independent appeal mechanism or where the mechanisms available for further review and appeal have not been exhausted.
- A complaint solely about the attitude or behaviour of a member of staff (this is the subject of a normal disciplinary enquiry).
- A complaint solely concerning the application of professional judgement.

WHAT IS A COMPLAINT?

For the purposes of recording a complaint in the Central Register it must fall into one of the following categories:

- A complaint concerning a decision of the Treasury or one of its Divisions where there is no independent appeal mechanism.
- A complaint that the relevant Division has failed to make a decision.
- A complaint about the failure of a service or where the service is not corrected within a reasonable timescale.
- A complaint about the failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements.
- A complaint about the application of unfair or inappropriate remedies.
- A complaint about a breach of confidentiality.
- A complaint concerning damage to property being examined.
- Any other substantial complaint which does not fall within any of the above definitions.

HOW TO CONTACT A TREASURY COMPLAINTS OFFICER

If you are in any doubt as to which Division you should send your complaint please contact the Financial Governance Division and seek advice by providing a brief outline of the nature of your complaint.

Financial Governance Division

Government Office
Bucks Road
Douglas
IM1 3PU
Telephone +44 1624 685584

Audit Advisory Division

Prospect House
27-29 Prospect Hill
Douglas
IM1 1ET
Telephone +44 1624 686552

Income Tax Division

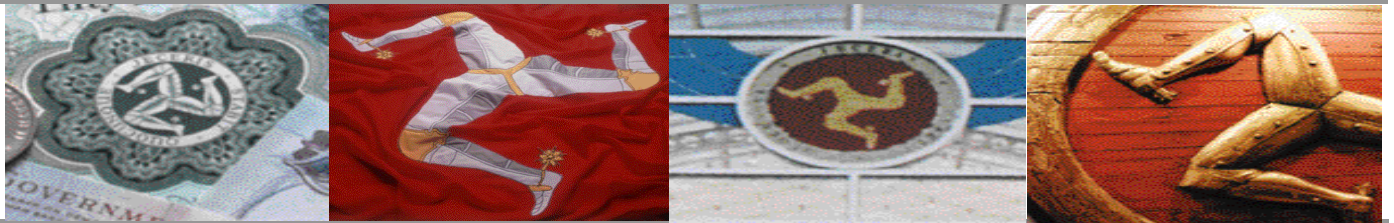
Government Office
Buck's Road
Douglas
IM1 3TX
Telephone +44 1624 685477

Customs and Excise Division

Custom House
North Quay
Douglas
IM99 1AG
Telephone +44 1624 648181

Social Security Division

Markwell House
Market Street
Douglas
IM1 2RZ
Telephone +44 1624 686415



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