

## Who can I contact for more help?

### Corporate Services

Department of Health and Social Care  
Chief Executive's Office  
Crookall House  
Demesne Road  
Douglas  
Isle of Man  
IM1 3QA

**Tel:** (01624) 642621

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

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



### Remember

We welcome your comments,  
compliments or complaints about  
our service.



Department of Health & Social Care  
Crookall House  
Demesne Road  
Douglas  
Isle of Man  
IM1 3QA  
Telephone: (01624) 642621



## Getting Things Right

**A Comment**

**A Complaint**

**A Compliment**

## Comments, Compliments & Complaints

The Department of Health and Social Care provides a wide range of services to the people of the island. We need to know what you think about our services so that we can improve them where necessary. Your comments, good or bad, will help us to know how to change things for the better.

### We want to get it right.

## Comments and Compliments

If you wish to make a comment about a service, or if you want to compliment any of our services, you can do one of two things:

1. Tell the person who provides you with the service what you think;
2. Write to the manager of the service with your comments or compliments.

## Making a complaint

Who can complain?

- Any child or young person receiving or wanting a service from us under the Children & Young Persons Act 2001;
- The parent or carer of a child receiving or wanting a service from us, and who has parental responsibility;
- Anyone who is acting on behalf of a child receiving or wanting a service such as a foster parent or advocate who has an interest in the child's welfare;
- An adult or older person receiving or wanting a service from us;
- The relative or carer of an adult or older person receiving or wanting a service from us;
- Anyone who is appointed by the adult or older person to act as an advocate for them

## What will happen next?

There are three stages to the complaints process:

### STAGE 1—Resolution

You can make your complaint:

- By e-mail
- In writing
- Over the telephone
- In person

We would ask you to tell us why you are unhappy and what you would like us to do to put it right.

Your complaint will be acknowledged within three working days and the person looking into it will talk to you about your complaint and how we can put things right. We aim to resolve complaints at Stage 1 in 14 days.

The majority of complaints are resolved at the first stage.

### STAGE 2 – Investigation

At the end of Stage 1, if you are not satisfied with the outcome, you can ask for your complaint to be investigated further.

An investigating officer will then be asked to look into your complaint. Once we are sure of what you want us to look into, this investigation will then start.



You should receive a report within 28 working days telling you:

- What was found
- What the Department has decided to do about it
- Why the decisions were reached

If your complaint is complicated, this may take longer than 28 days. The investigating officer will keep you informed about any delays.

### STAGE 3 – Independent Review

If you are unhappy with the stage 2 reply and you would like an independent person to look at your complaint. To request this you must apply within 4 weeks of receiving the written report to Stage 2. The independent person will then:

- Re-examine the concerns raised
- Talk to all parties involved in the complaint
- Seek specialist advice if required.

Once they have gathered all of the necessary information, they will prepare a report which you should receive within 28 working days telling you:

- The result of their investigations
- Any appropriate comments and conclusions
- Any appropriate recommendations.

The independent investigating officer's findings are final

