

Department of Infrastructure Complaint Form



Please use this form to tell us about your complaint.

You can view and download a copy of the DOI Complaints Procedures from the front page of the DOI website.

TITLE			
FIRST NAME/S			
SURNAME			
ADDRESS			
POST CODE			
PHONE NO/S			
EMAIL			

Please tell us about your complaint:

Please email or send your complaint to one of the following Complaints Officers. If you are unsure of which division you need to contact please send your complaint to Mrs Hannah Griffiths who will pass it to the relevant division and advise you accordingly.

DIVISION	CONTACT NAME	CONTACT EMAIL	CONTACT NUMBER/S
Central Support and Change	Mrs Hannah Griffiths Central Support and Change Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	hannah.griffiths@gov.im	686105
Highway Services	Mr Rob Clynes Highway Services Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	rob.clynes@gov.im	685923
Transport Services	Ms Charlotte Bennett Transport Services Division Department of Infrastructure Transport Headquarters Banks Circus Douglas IM1 5PT	charlotte.bennett@gov.im	697400
Public Estates and Housing	Mrs Helen Goldie Public Estates and Housing Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	helen.goldie@gov.im	686191
Airport	Mr David Georgeson Ports Division Isle of Man Airport Ballasalla IM9 2AS	david.georgeson@gov.im	821603
Harbours	Mrs Claire Kemp Harbours Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	claire.kemp@gov.im	686635
Flood Risk Management	Mr Peter Dainton Flood Risk Management Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	peter.dainton@gov.im	687167

What will happen next:

You will receive an acknowledgement of your complaint within 2 working days (Monday to Friday) of receipt along with a copy of the Department's complaints procedures. You will also be advised of the officer in the Department who will deal with your complaint.

Where possible we will deal with your complaint within 20 working days (Monday to Friday) however if this is not possible we will contact you to let you know the expected timeframe for a response.

Data Protection

The information you provide when you make a complaint will only be processed for the purpose of dealing with your complaint. Our Privacy Notice explains how we collect, store and handle your personal data in line with current data protection legislation as applied in the Isle of Man. If you would like to find out more please visit our website at

<https://www.gov.im/about-the-government/departments/infrastructure/> or contact our Data Protection Officer on 686785 for a paper copy.