



Complaints Procedure

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**Isle of Man
Government**

Reiltys Ellan Vannin



Making a Complaint

The Department of Infrastructure is committed to providing its customers with a high standard of service however we accept that sometimes things go wrong. If you feel that we have failed to provide the level of service you might reasonably expect, we would like to know so we can put that right and improve our services for our customers. The Department has in place a four stage complaint process which is detailed below.

Stage 1 - Resolution

In the first instance it may be best to speak to the person you have been dealing with and explain your complaint, or you can ask to speak to the person in charge who may be able to resolve your complaint straight away.

Stage 2 - Investigation

If you are still unhappy and you feel that your complaint has not been resolved, please contact one of the following Complaint's Co-ordinators who will look into the matter.

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	687144
Flood Risk Management	Mr Peter Dainton Flood Risk Management Division Department of Infrastructure Sea Terminal Building Douglas IM1 2RF	peter.dainton@gov.im	687167

It is important, when submitting your complaint that you provide as much information as possible to help us contact you and understand the issue. For example;

- Your full name and home address.
- Telephone number and contact information.
- A detailed description of your complaint and what you think we should do to resolve the problem.

A complaints form is available on the front page of the DOI website if you prefer to complete this and submit to the relevant division. If you are unsure of the division you wish to contact please send your complaint to Mrs Hannah Griffiths, details above, who will forward it to the appropriate division and advise you accordingly.

What will happen next?

You will receive an acknowledgement of your complaint within 2 working days (Monday to Friday) of receipt which will have details 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.

Stage 3- Review

If at the end of the process you are still not satisfied with the way the matter has been dealt with, please write to the Chief Executive Officer at the following address who will arrange for the matter to be reviewed.

Mrs Emily Curphey
Interim Chief Executive Officer
Department of Infrastructure
Sea Terminal
Douglas
IM1 2RF

You will receive an acknowledgement of your communication within 2 working days (Monday to Friday) of receipt. You will be advised of the officer who will review the matter as soon as possible.

Where possible we will deal with the review 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.

Stage 4 – Consideration of the Tynwald Commissioner for Administration

If you remain dissatisfied with the way in which the Department has handled and reviewed your complaint, under the provisions of the Tynwald Commissioners for Administration Act 2011 you may write to the Tynwald Commissioner for Administration for his consideration of the matter.

The Commissioner will consider a complaint made no more than 6 months after a final decision of the matter was received by the complainant from the Department.

Your complaint must be made in writing and sent using either of the following methods:

Email: ombudsman@parliament.org.im

By Post: Tynwald Commissioner for Administration
Office of the Clerk of Tynwald
Legislative buildings
Finch Road
Douglas
Isle of Man
IM1 3PW

Information regarding the remit of the Tynwald Commissioner for Administration can be found via the following link: <http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

Handling of Your Complaint

The Department is committed to dealing with all complaints fairly, impartially and in a timely manner, however, we reserve the right to protect our staff against any behaviour by customers that is unacceptable such as abusive, offensive or threatening behaviour in line with the Government policy for managing vexatious complaints, correspondence and behaviour.

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.