

Complaints Procedure

The Civil Service Commission is committed to providing an accessible, effective and efficient service. However, occasionally mistakes can be made.

If you feel dissatisfied with the quality of service given or with a decision made by or on behalf of the Civil Service Commission, please make us aware of your problem or concern as soon as possible.

Who should you complain to?

- Talk to the officer concerned, explaining the problem or concern – they may be able to resolve the matter immediately.
- If you are still not satisfied, ask to speak to their line-manager and make sure that your complaint is understood and how you think the matter can be rectified.
- If the matter has still not been resolved to your satisfaction then you may put your complaint in writing for the attention of:

**The Assistant Secretary
Civil Service Commission
St Andrew's House
Finch Road
Douglas
Isle of Man
IM1 2PX**

Or by email to : Complaints.CSC@gov.im

The Assistant Secretary of the Civil Service Commission, as Complaints Officer, will need to –

have:

- a clear description of the complaint and how you think the matter can be satisfactorily resolved

know:

- the name of the member of staff (if known to you) who has been dealing with the matter, to date
- your full postal address and telephone number

What action will be taken?

A written complaint will be acknowledged within 5 working days and an investigation into your complaint will be undertaken by a senior officer, appointed by the Assistant Secretary, as quickly as possible. Your complaint will be treated in confidence.

If the investigation takes longer than 7 working days, you will be kept fully informed of the progress being made.

You will receive a full written answer within 28 days of the receipt of the complaint, or sooner if possible. If the matter cannot be resolved within that time limit we will explain why and set a new deadline.

Recording of Complaints

All complaints received will be recorded together with a note of the action taken. Copies and any correspondence will be held on a central Complaints Register.

What is a complaint?

For the purposes of recording a complaint in the Civil Service Commission Central Register and in the Annual Return of Complaints to the Chief Secretary, it must fall into one of the following categories:

- A complaint concerning a decision by the Civil Service Commission where there is no independent appeal mechanism
- A complaint concerning any failure by the Civil Service Commission to make a decision
- A complaint concerning a failure of service which is not corrected or is not corrected within a reasonable timescale
- A complaint concerning the failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements
- A complaint concerning the application of inappropriate or unfair remedies
- A complaint concerning breach of confidentiality
- Any other substantial complaint which does not fall within any of the foregoing definitions

All problems and concerns are taken seriously and everything possible will be done to deal with your complaint.



General Comments and Feedback

The Civil Service Commission welcomes comments and feedback at any time by:

- letter to :
Secretary, Civil Service Commission
- e-mail to ohr@gov.im
- telephone (01624) 685000



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