



CHIEF SECRETARY'S OFFICE

COMPLAINTS PROCEDURE

January 2014

1. INTRODUCTION

The Chief Secretary's Office has a diverse advisory, liaison, co-ordination and communications role. Its work supports the broad 'machinery' of Government and extends into the community and overseas.

The Office is committed to providing high quality, accessible and responsive services to businesses and the community at all times, and aims to:

- provide clear and straightforward information about our services;
- make our services available to everyone, including people with special needs;
- listen to customer comments about our services and ensure that if problems do occur, steps are taken to ensure they do not happen again.

However, if you experience a particular problem, perhaps through our failure to meet the standards or service that is expected from us, then please make us aware of your problem.

We will:

- take all complaints about the quality of our services seriously;
- listen and do everything possible to deal with your complaint, providing you with a full and fair investigation;
- always explain the reasons for our actions and respect your right to confidentiality.

As an Office, we encourage comment and feedback, good or bad, to help us improve our services.

2. GUIDELINES TO THE COMPLAINTS PROCEDURE

A formal complaint about the services we provide might include the following:

- Quality of service - you are not satisfied with the standard of service you have received (e.g. the accuracy or detail of information given);
- Excessive delay in receiving information or a response from us - you have not received a service which you believe should be available to you (e.g. requests for information);
- Attitude and conduct of staff - you feel that you have not been treated with politeness and respect;
- Maladministration - you believe that the correct procedures were not followed.

3. THE CHIEF SECRETARY'S OFFICE COMPLAINTS PROCEDURE DOES NOT APPLY TO THE FOLLOWING

- Complaints regarding a decision - if there is a formal appeals procedure which remains available to you, for example planning appeals, immigration appeals, then this is the route that you MUST follow to completion. The member of staff with whom you are dealing with will provide you with information about such appeal procedures and how you should go about lodging an appeal.
- Council of Ministers; Government Policy; Content of Legislation; Contractual Issues; Ministers, Departmental Members, appointments made by the Council of Ministers or Governor in Council. In the event you wish to complain about any of these you should contact the Chief Secretary's Office on 685711 for further advice about what options are available to you.

4. THE COMPLAINT PROCESS

It is important that you make your complaint as soon as possible after the event you wish to complain about. Complaints will only be investigated within 6-months of the event. To ensure that your complaint is dealt with as thoroughly as possible, the process below ensures that if, for any reason, you are not happy with the initial response that we give you, the option to request more senior staff to consider the issue is available to you.

When setting out your complaint, make it clear which Division is relevant to your complaint; the name(s) of the officer with whom you have been dealing with in relation to the matter (if known); a clear description/explanation of the complaint; what you would like to be done to resolve the matter; your name, full postal address, telephone number (and email address if available).

Stage 1 - If you have a problem or concern, explain your concern directly and informally to the member of staff you are dealing with – they may be able to resolve the matter quickly for you. The officer will endeavour to fully understand the nature of your concerns and enquire what you think can be done to put the matter right. In addition, officers will ensure to provide you with, as far as possible, a full explanation of policies, decisions, systems etc which are of concern you. You can also raise your initial concerns by email to complaints@csso.gov.im or by telephone.

Stage 2 - If you are not satisfied with the response received at stage 1, you may be referred to, or request to be referred to the appropriate line manager. The line manager will then follow the steps in stage 1 to see if your complaint can be resolved. You can also raise your further concerns complaints@csso.gov.im or by telephone.

Stage 3 - If you are not satisfied with the line managers response, then you should bring this the matter to the attention of the appropriate Divisional Manager. On receipt of such a complaint, the Divisional Manager will make every appropriate effort, as detailed in (2) above, to resolve the complaint to your satisfaction. The Divisional Manager may request that an enquiry into the issues surrounding the complaint is undertaken by an officer, specifically appointed for the task, who is not the officer originally involved in the complaint.

Stage 4 - If no resolution is reached following the intervention of the Divisional Manager then you may bring the matter to the attention of the Chief Secretary, who will oversee attempts to resolve your complaint, this may include any of the actions detailed in (2) or (3) above.

5. WHO TO CONTACT

In the first instance email your complaint to complaints@csso.gov.im, or alternatively write to, or hand deliver to The Chief Secretary's Office, Third Floor, Central Government Office, Bucks Road, Douglas, Isle of Man, IM1 3PN, clearly marking the envelope 'letter of complaint'. If you have a disability or other reason you are unable to submit a formal written complaint please contact the Chief Secretary's Office on 685711 for advice on adjustments we can make for you.

Your complaint will be acknowledged and forwarded to the relevant line manager to look into your complaint and respond to your direct.

6. RESPONSE TIME & OUTCOME OF COMPLAINTS PROCESS

Occasionally, we will be unable to resolve your complaint immediately, as certain complaints may have additional complexity and take longer than was previously estimated. If this is the case, we will write to you within 5 working days of receipt of your complaint and tell you:

- **What** we understand to be the nature of the complaint;
- **How** we will deal with your complaint;
- **Who** is responsible for dealing with your complaint;
- **How** we will keep you informed of progress.

In resolving your complaint we will take one or more of the following steps:

- Apologise;
- Explain why the error occurred;
- Outline the steps that we will take to ensure that it does not happen again.
- Find the complaint not proven or unjustified

Where we find a complaint not proven or unjustified we shall give a full explanation as to why we have reached that decision.

We will endeavour to give you a full written answer within 28 working days of receipt of the complaint, or sooner if possible. If we cannot give you an answer within 28 days we will write to you and explain why and give you a revised estimate of the response time.

January 2014