



# Michael Commissioners

## Barrantee Skyllay Maayl

### Complaints Procedure

#### Making a Complaint

Michael District Commissioners 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 Commissioners 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 another person 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 The Clerk at the details below.

Mrs Krystina Hodgson  
Michael District Commissioners  
Community Civic Centre  
Main Road  
Kirk Michael  
IM6 1ER  
krystina.malcolm@michael.gov.im  
Phone 01624 878836

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.

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

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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 time frame for a response.

If your complaint is about The Clerk, please go straight to Stage 3.

### **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 Chairman at the following address who will arrange for the matter to be reviewed.

The Chairman  
Michael District Commissioners  
Community Civic Centre  
Main Road  
Kirk Michael  
IM6 1EW

You will receive an acknowledgement of your communication within 2 working days (Monday to Friday) of receipt.

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 time frame for a response.

### **Stage 4 – Consideration of the Tynwald Commissioner for Administration**

If you remain dissatisfied with the way in which the Commissioners 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 Tynwald 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 Commissioners.

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

Email: [ombudsman@parliament.org.im](mailto: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>

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## **Handling of Your Complaint**

The Commissioners 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 its 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.michael.gov.im/contact/>

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