

COMPLAINTS POLICY/PROCEDURE

Michael District Commissioners aims to provide efficient and effective public service. We accept that any organisation providing a service will on occasion, receive complaints. This complaints procedure is intended to ensure that all complaints are handled promptly, consistently, and wherever possible, resolved to the complainant's satisfaction.

Complaints are an important way for this Board of Commissioners to be accountable to the public and provide valuable prompts to review our performance and their conduct.

A complaint arises when the Commissioners fail to meet one of their standards, or if someone is dissatisfied with something that has been done or failed to be done.

We will endeavour to acknowledge all complaints that require investigation within 3 working days of receipt.

If you are unhappy with the first response, the matter can be referred to the Board for further consideration.

From the 1st July 2020 if you remain dissatisfied, you may choose to refer the matter to the Tynwald Commissioner for Administration who acts independently of the Commissioners. They may make further enquires of the Board and will send a final decision of the outcome to both parties.

You can make a complaint in person at the Commissioners Office, by telephone or in writing (which includes electronic messages).

Anonymous complaints will be considered carefully, and action taken if appropriate. It is vital to this process that your expectations and/or your desired outcome are stated clearly.

The first step is to contact the Clerk and make your complaint and, in most cases, this will resolve the issue quickly and without escalating the complaint any further. The Clerk will take note of your complaint investigate it and report back to you either by letter or email.

In the case of a more complex complaint, which necessitates discussion by the Board of Commissioners or outside parties, we will undertake to keep the complainant informed at least monthly.

Your complaint, in whatever format, can be sent to:

Mrs K A Hodgson
Clerk
Michael District Commissioners
Commissioners Offices
Main Road
Kirk Michael
IM6 1ER
Tel 01624 878836
Krystina.malcolm@michael.gov.im