

(F) Complaints Procedure

COMPLAINTS PROCEDURE

This leaflet explains our complaints procedure.

Douglas City Council aims to meet the needs and requirements of the people of Douglas. We may not get everything right the first time and if you feel not satisfied with any part of the services we deliver to you please follow our complaints procedure.

Please do not try to use this procedure if the matter is a request for service; that can be dealt with more effectively through the "Report a Problem" function under "Services" on the Council's website, by attending the appropriate counter, or by requesting through the Council's enquiries e-mail address: enquiries@douglas.gov.im

If the complaint is about a political Member of the Council, there is a separate form available on request from the Assistant Chief Officer (Democratic Services), City Hall, P.O. Box 2, Douglas or email enquiries@douglas.gov.im

For all other complaints, about administrative or service failure you can contact the relevant service. The Council has in place a four-stage process for dealing with complaints, as follows:

Stage 1 - Resolution

In the first instance please contact the relevant service who may be able to resolve your issue. They will acknowledge your service enquiry and you will be provided with a response within 15 working days. You may use the Compliments, Feedback and Stage 1 Complaints Form on our website ([Appendix 1](#)) or use the contact details provided below:

Bye-laws / Borough Wardens / Car Parking (Shaw's Brow & Bottleneck Only) / Dilapidated or Dangerous Structures	Community & Enforcement Manager Telephone – 01624 696326 / enquiries@douglas.gov.im
Housing Issues / Rents / Arrears / Property Maintenance	Housing Office Telephone – 01624 696435 / housing@douglas.gov.im
Henry Bloom Noble Library	Library Staff Telephone – 01624 696461 / library@douglas.gov.im
Planning	Telephone – 01624 696394 / planning@douglas.gov.im

Building Control	Telephone – 01624 696376 / buildingcontrol@douglas.gov.im
Rates	Rates Office Telephone – 01624 696347 / rates@douglas.gov.im
Waste & Recycling / Eastern Civic Amenity Site	Refuse Office Telephone – 01624 696445 / refuse@douglas.gov.im
Parks / Open Spaces	Parks Service Telephone – 01624 696330 / parks@douglas.gov.im
Crematorium	Bereavement Team Telephone – 01624 696329 / bereavement@douglas.gov.im
Public Toilets	Refuse Office Telephone – 01624 696445 / refuse@douglas.gov.im
Street Lighting	Electrical Services Telephone – 01624 696433 / electrical@douglas.gov.im
Douglas City Centre Management	City Centre Manager Telephone – 01624 696304 / dtcm@douglas.gov.im
Isle of Man Local Government Superannuation Scheme	Capita Telephone – 01624 672730 / iomenq@capita.co.uk

Stage 2 – Investigation

If you feel that your service enquiry or complaint has not been resolved, please use the Stage 2 Complaints Form available on our website ([Appendix 2](#)) or on our hard copy Complaints

Procedure Leaflet. The Enquiries Team will then refer the complaint to the appropriate person to investigate.

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

What will happen next?

An acknowledgement of your complaint will be issued within 3 working days of receipt.

Where possible we will deal with your complaint within 15 working days. However, if this is not likely to be 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 not satisfied with the way the matter has been dealt with, you may write to the Chief Executive at the following address who will arrange for the matter to be reviewed.

Ms K.J. Rice, BA(Hons)
Chief Executive
Douglas City Council
P.O. Box 2
Douglas
Isle of Man
IM99 1AD

An acknowledgement of your communication will be issued within 3 working days of receipt. Where possible the review will be dealt with within 20 working days, however if this is not likely to be possible we will contact you to let you know the expected timeframe for response.

Stage 4 – Tynwald Commissioner for Administration

If, after the review, you remain dissatisfied with the way in which the Council 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 seeking their 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 Council.

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 Council 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 our 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 www.douglas.gov.im.

COMPLIMENTS, FEEDBACK & STAGE 1 COMPLAINTS

First Name(s) *

Last Name *

Phone Number

Email *

Choose Relevant

.....
Compliments
Feedback
Complaints



Please Select

.....
Byelaws / Borough Wardens / Car Parking (Shaw's Brow & Bottleneck Only) / Dilapidated or Dangerous Structures
Housing Issues / Rents / Arrears / Property Maintenance
Henry Bloom Noble Library
Planning
Building Control
Rates
Waste & Recycling / Eastern Civic Amenity Site
Parks / Open Spaces
Public Toilets
Street Lighting
Crematorium
Douglas City Centre Management
Isle of Man Local Government Superannuation Scheme



Details *

Submit

STAGE 2 COMPLAINTS

First Name(s) *

Last Name *

Phone Number

Email *

Staff Involved * – *If you raised this complaint with a member of staff, please give details of the person you contacted*

Please Select

.....
Byelaws / Borough Wardens / Car Parking (Shaw's Brow & Bottleneck Only) / Dilapidated or Dangerous Structures
Housing Issues / Rents / Arrears / Property Maintenance
Henry Bloom Noble Library
Planning
Building Control
Rates
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The Complaint * – *Please give as much information as possible*

The Solution * – *What you think Douglas City Council should do to resolve the complaint*

Submit