



# Complaints Policy and Procedure

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<b>History or Most Recent Policy Changes – MUST BE COMPLETED</b>		
Version:	Date:	Change:
1.0	April 2008	N/A
2.0	February 2019	Update of entire policy re: GDPR
3.0	February 2020	Update of policy re: Suggestions from Internal Auditor
4.0	July 2020	Update of policy re: appeals procedure and addition of form.
5.0	November 2021	Update of 2.6.4 to add "...within 6 months of you being notified of the decision..."
5.1	January 2023	Update of 1.6 & 2.6.4 & 2.6.5 to add more details
5.2	December 2023	Update address

**Last updated: December 2023**

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## 1. Introduction

- 1.1 Braddan Parish Commissioners aims to provide efficient and effective public services. 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, fairly, consistently and wherever possible, resolved to the complainant's satisfaction.
- 1.2 Complaints are an important way for the management of this organisation to be accountable to the public and provide valuable prompts to review our performance and the conduct of people that work within and for it.
- 1.3 A complaint arises when we fail to meet one of our standards, or if someone is dissatisfied with something we have done or failed to do.
- 1.4 We will endeavour to acknowledge all complaints that require investigation within 3 days of receipt.
- 1.5 If you are unhappy with the first response, the matter can be referred to the Board for further consideration and a final decision.
- 1.6 If you still remain dissatisfied, you may choose to refer the matter to the Tynwald Commissioner for Administration who is entirely independent of and separate from the authority. That office investigates not only the initial complaint but also the authority's processes and procedure in arriving at its conclusion to the complaint.
- 1.7 They may make further enquiries of us and will send a final decision of the outcome to both parties.

## 2. Complaints Procedure

### 2.1 How to complain

- 2.1.1 You can make a complaint: in person at the Commissioners' Office, by telephone or in writing (including electronic messages). A complaints form is also available at the rear of this document.
- 2.1.2 Anonymous complaints will be considered carefully and action taken if appropriate.
- 2.1.3 It is vital to this process that your expectations and/or your desired outcome are stated clearly.
- 2.1.4 The first stage is to make your complaint directly to the person that you have been dealing with. In most cases this will resolve the issue quickly and without escalating your complaint any further.
- 2.1.5 If you wish to speak to someone else or you are still dissatisfied you should contact the Clerk to the Commissioners.
- 2.1.6 Should the matter relate to the Clerk, the complaint can be made in writing addressed to the Vice-Chairman at the address below but marked "For the consideration only of the Vice-Chairman, Private and Confidential".
- 2.1.7 Should you wish to contact the Vice-Chairman by phone, the contact details are shown on the website, or contact the office at the phone number given below who will assist you.
- 2.1.8 The Clerk/Vice-Chairman will take a note of your complaint, investigate it and report back to you in writing within 15 working days. If a detailed reply is not possible within that period you will be contacted with an explanation and advised when a full response will be given.
- 2.1.9 In the case of a more complex complaint, which necessitates discussion by the Board of Commissioners or outside parties, we undertake to keep the customer informed at least on a monthly basis.
- 2.1.10 Your complaint, in whatever format, can be sent to:

Mr J C Whiteway *MBA*  
Clerk  
Braddan Parish Commissioners  
The Roundhouse  
Strang Corner Field  
Ballaoates Road  
Strang  
Braddan

IM4 4RE

Tel: 852808 or Email: [colin.whiteway@braddan.im](mailto:colin.whiteway@braddan.im)

## **2.2 Making a Complaint in Person**

- 2.2.1 If a customer visits the Commissioners' Office and registers an enquiry or complaint in person, the staff member or members directly involved will be requested to initially deal with the complaint.
- 2.2.2 In most cases this will resolve the issue quickly and without escalating the complaint any further. However, should further specialist knowledge be required, the Authority will try to provide an appropriate member of staff who is qualified to answer the enquiry or complaint at the time of the first visit. This would usually be the Clerk.
- 2.2.3 Depending on the nature of the issue, the Clerk may set out his understanding of your complaint in writing, and ask for it to be signed so there is a written record of the matter.

## **2.3 Making a Complaint by telephone**

- 2.3.1 If a customer would like to make a complaint by telephone, they should initially ask for the member of staff providing the service. If they are not available, and the customer wishes to deal with them directly, we will ask the customer to leave their details and arrange for the staff member to return their call.
- 2.3.2 However, if the customer wishes to speak to a senior officer, they should ask for the Clerk who will then investigate.
- 2.3.3 Depending on the nature of the issue, the Clerk may set out his understanding of your complaint in writing and ask for it to be signed and returned so there is a written record of the matter.

## **2.4 Making a Complaint in writing**

- 2.4.1 If the customer would like to make an enquiry or complaint in writing by letter or email, we will endeavour to give a written acknowledgement within 3 working days. The enquiry or complaint will then be dealt with using the same urgency as the other forms of registration.

## **2.5 Unreasonable or vexatious complaints**

- 2.5.1 Your complaint may not be dealt with if it is felt that is unreasonable or persistent, that is, time consuming to manage and interferes with proper consideration of the complaint or vexatious. Some examples are:-
  - Refusing to specify the grounds of a complaint, despite offers of help
  - Refusing to cooperate with the complaints investigation process.

- Refusing to accept that certain issues are not within the scope of a complaints procedure.
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a later stage.
- Raising many detailed but unimportant questions, and insisting they are all answered.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with various organisations.
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous Commissioners staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints.
- Refusing to accept the decision; repeatedly arguing points with no new evidence.
- You will be advised in writing that your complaint has been deemed in this way.

## **2.6 What should you expect?**

2.6.1 Within the stated time period you should receive a written response.

2.6.2 That response should:

- Be specific to the issues put forward
- Provide a specific apology that acknowledges any mistakes that have been made.
- State exactly what we intend to do (or have already done) to make it right.
- Propose how we will improve the customer's experience in the future.

2.6.3 If you are unhappy with the first response, you could ask for further clarification of any matters, or have it referred to the Board for further consideration and a final decision.

2.6.4 If you still remain dissatisfied, you may choose within 6 months of you being notified of the decision, to refer the matter to the Tynwald Commissioner for Administration to ask that it be investigated under section 10 and 13 of the Tynwald Commissioners for Administration Act 2011.

2.6.5 For more information regarding the Tynwald Commissioner for Administration and the investigation process, including how to contact them, please see their website: - <https://www.tynwald.org.im/about/TCA/Pages/default.aspx>.

## **3. General Data Protection Regulations 2018**

- 3.1 By submitting a complaint you consent to Braddan Commissioners, in confidence, sharing details of your complaint with other parties where necessary in order to investigate and resolve the issue.

#### **4. The format of your Complaint**

4.1 Your complaint should contain the following information:-

- Your name
- Your address
- Your email
- The exact nature of your complaint.
- The identity of the staff member(s) involved (if any)
- Whether there were any witnesses and details as to how they can be contacted.
- Proof of any damage or injury caused.
- Your desired expectations and/or your desired outcome of submitting this complaint

**5. Appendix A**



## COMPLAINTS FORM

Your name

Address

Your email  
address

Your telephone  
number

- 1. Staff involved** – if you raised this complaint with a member of staff, please give details of the person you contacted.

- 2. The Complaint** – Please give as much information as possible; continue on more paper if necessary

**3. The Solution** – What do you think Braddan Parish Commissioners should do to resolve the complaint?

Signed

Date