

## Complaints Procedure

This leaflet explains our complaints procedure. Douglas Borough Council aims to provide all its customers with a high standard of service and we will endeavour to respond to any enquiry or complaint with efficiency, courtesy and fairness. The feedback we receive from you will allow us to monitor our standard of service, learn from you what may have gone wrong and use the information to improve services.

A complaint arises when we fail to meet one of our standards, or someone is dissatisfied with something we have done or failed to do.

### How to Make a Complaint

You can register a complaint in person, by telephone or in writing. Complaints which are made anonymously will be considered carefully and action taken where it is deemed appropriate.

In the first instance, please complain directly to the person you have been dealing with. We want complaints to be dealt with as quickly as possible, and most can be resolved immediately.

If you wish to speak to someone else, or you are still dissatisfied, direct your complaint to the Assistant Town Clerk. The Assistant Town Clerk 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 told when a full response will be given. It is expected that most issues will be settled by this stage.

To submit your complaint in writing to the Assistant Town Clerk please complete the form on the back of this leaflet and forward to the following address:

**Assistant Town Clerk  
Town Hall  
Ridgeway Street  
Douglas  
Isle of Man  
IM99 1AD**



## **Making a Complaint in Person**

If a customer visits the Town Hall and registers an enquiry or complaint in person, a member of the relevant team will be called to initially deal with the complaint. In our experience, most cases are resolved at that first contact. However, should further specialist knowledge be required, the Council will endeavour to provide an appropriate member of staff who is qualified to answer the enquiry or complaint at the time of the customer's first visit. In the first instance this would be the Assistant Town Clerk.

## **Making a Complaint by Telephone**

If a customer would like to make a complaint by telephone they should initially ask for the member of staff providing the service, if this employee is not immediately available and the customer would like to deal with them directly we will ask the customer to leave a message on the employee's 'voicemail' or arrangements can be made for the call to be returned. If the customer would be willing to raise their complaint with someone else within the department they are dealing with they can do so.

However, if the customer wishes to speak to a senior officer they should ask for the Assistant Town Clerk who will then investigate the matter and provide a full response in writing within 15 working days. If it is not possible to provide a detailed reply within this time the Assistant Town Clerk will make contact and provide an explanation and when a full response will be given.

In the case of a seriously complex complaint, which may involve the Council in discussions and negotiations with other parties, we undertake to keep the customer informed, at least on a monthly basis.

## **Making a Complaint in Writing**

If the Council receives an enquiry or complaint by letter or Email, a written acknowledgement will be sent to the customer within 3 working days. The enquiry or complaint will then be dealt with using the same urgency as the other forms of registration.

For ease, we have provided a complaints form within this leaflet for customers to complete and return to the Town Hall.

**Douglas Borough Council will use the information you provide in accordance with the Data Protection Act 2002 for the purposes of dealing with your complaint. In order to deal with the matter effectively the information may be shared between different departments of the Council and if necessary with relevant third parties. In such instances the Council will ensure that your personal data is processed in accordance with the Act.**

# Complaints Form

Please forward this form to the Assistant Town Clerk, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD.

Your name

Address

Postcode

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 you think Douglas Borough Council should do to resolve the complaint?

Signed

Date

//