

Complaints Policy

1. Purpose

The complaints policy establishes a process by which formal complaints can be dealt with fairly and consistently. The complaints policy is designed to help the Commissioners to achieve and maintain the required standards of performance in the delivery of its services and operations. The policy seeks to ensuring all employees and the complainant are treated consistently, fairly and in a transparent way.

References to we, us, our, ours in this policy relate to Peel Town Commissioners. References to you and complainant relate to the person(s) making the formal complaint.

2. Scope

This policy covers all parts of the complaint process and procedures. It is applicable to all our employees for the service and operations we provide. It is not applicable to elected Commissioners.

3. Principles

This policy is operated on the basis of:-

- Timely and appropriate action
- Confidentiality
- Compliance with current legislation.
- Openness and transparency of process.
- The absence of discrimination in any form.

4. Procedure

4.1. Enquiries and Questions

We regularly receive enquires and questions concerning the services and operations we deliver. Inevitably some of these enquires and questions have resulted from not getting it right first time, alternative perspectives or not having access to the same information relevant to a particular matter. We are committed to delivering an excellent service and we want to address all enquiries and complaints to learn from them.

Before you submit a complaint, it is important to check there isn't another more appropriate option. This includes the following:

- Ensuring the service or operation is our responsibility; or
- Ensuring there is not an alternative and appropriate statutory appeal or tribunal process; or
- Ensuring we have failed to rectify the problem in a reasonable timescale, once we have been made aware of a problem and its impact.

If there isn't another option then you can make a formal complaint

4.2. Formal Complaint

A formal complaint must be in writing. The complaint can be posted to the Town Hall, Derby Road, Peel or sent via email to ptc@ptc.org.im. If the complaint contains personal or sensitive information it must always be sent by post and should be addressed to the Town Clerk marked "Private and Confidential".

Your complaint must include the precise nature of your concerns; your contact details including a daytime telephone number and supporting information including how you have previously sought to rectify the problem you have encountered.

Your complaint will be sent to the relevant senior member of staff or the Finance and Staff Resource Lead Member Committee depending upon the nature and content of the complaint. Your complaint will be assessed as follows:

STAGE 1: You will be contacted by telephone within seven days to discuss your concerns and to try to resolve them. A written response will be sent to you within 21 days.

If you are unhappy with our response your complaint will be escalated to STAGE 2. You can do this in writing to explain why you were unhappy with the response received at STAGE 1 and you may provide additional supporting information including what outcome you would like to see to resolve your complaint. Or you may just want your complaint to be reviewed by another person based on the information you have already provided to us.

Your complaint will be sent to the Town Clerk, Finance and Staff Resource Lead Member Committee or the Board of Peel Town Commissioners depending upon who has assessed your complaint at STAGE 1. The Board and the Lead Member Committee meet once per calendar month and up to a six week period is necessary to assess and review your concerns.

STAGE 2: Your concerns will be assessed within a month to seek to resolve them. You will receive a written response within 6 weeks setting out the outcome of this assessment.

5. Appeals procedure

The complaints policy describes our internal complaints procedure. In the event you use these procedures and remain unhappy or continue to have concerns with the services or operations we deliver you may lodge your complaint with the Tynwald Commissioner for Administration. This can only occur once STAGE 2 was scheduled to be completed. The address for the Tynwald Commissioner for Administration is provided below:

Tynwald Commissioner for Administration,
Legislative Buildings,
Bucks Road,
Douglas
IM1 3PW