



RAMSEY TOWN COMMISSIONERS

FEEDBACK & COMPLAINTS POLICY

Originating Officer	Town Clerk & Chief Executive
Date	September 2019
Approved by Policy Committee	n/a
Adopted by Ramsey Town Commissioners	15 Jul 2020
Last Review Date	

Giving Feedback or Making a Complaint

Ramsey Town Commissioners ("the Commission") are committed to providing our customers with a high standard of service within our vision of "making Ramsey a better place to be". It is always satisfying to be told us when someone appreciates what the Commission or its staff have done. Compliments highlight good practices and performance which we could introduce to other service areas. Our staff also like to be told that they are doing their job well.

You can do this by letter, email, telephone, in person at the town hall or via our Facebook messenger. Where feedback is provided it will be brought to the attention of relevant staff.

We provide a wide range of services and accept that things can sometimes go wrong. If there is a problem which is brought to our attention we can investigate and put things right. We want to learn from any mistakes so we can provide an even better service in the future.

The complaints process is used to help the Commission do its job better, improve relationships with customers, and enhance public perception of the Commission. 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.

If you feel that we have failed to provide the level of service you might reasonably expect, we would like to know so we can put that right and improve our services.

STAGE 1

In the first instance it is best to speak to the person you have been dealing with and explain your complaint, or you can ask to speak to their manager who may be able to resolve your complaint straight away.

If your complaint cannot be resolved informally with the officer involved or with their manager the Commissions complaints process has two subsequent stages:

STAGE 2

You should make a formal written complaint to the Complaints Co-ordinator who will nominate a senior officer (usually the Senior Officer of the relevant area) to investigate.

Note - If necessary the Commission will make reasonable adjustments, in line with equality legislation, to the method of submission.

Please send it to:

Ramsey Town Commissioners, Complaints Co-ordinator, Town Hall, Parliament Square,
Ramsey, Isle of Man IM8 1RT.

Alternatively you may email enquiries@rtc.gov.im or telephone 810100.

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

- the section of the Commission that is relevant to your complaint, and the name(s) of the member(s) of staff with whom you have been dealing in relation to the matter (if known);
- a clear description of the complaint and what you would like to be done to resolve the matter;
- your full postal address and telephone number (and e-mail address if you have one).

What will happen once your complaint has been received?

You will receive an acknowledgement of receipt of your complaint **within 5 working days**. This will check that our understanding is correct and ask you to confirm this.

We will aim to give you a full written answer to your complaint within 20 working days of receipt, or sooner if possible. If we cannot give you an answer within 20 days we will explain why and give you a new deadline.

STAGE 3

If at the end of stage 2 you are still not satisfied with the way your complaint has been dealt with please write to the Town Clerk (**within 10 working days** of the date of the outcome letter to Stage 2) who will review the matter.

Town Clerk & Chief Executive, Town Hall, Parliament Square, Ramsey, IM8 1RT

What will happen once your complaint has been received?

You will receive an acknowledgement of receipt of your complaint **within 5 working days**. This will check that our understanding of your complaint and ask you to confirm this.

Where possible we will deal with your complaint within 20 working days from the time that confirmation is received. If this is not possible we will contact you to let you know the expected timeframe for a response.

What constitutes a “complaint” under this procedure?

For the purposes of recording a complaint, it should fall into one of the following categories:

- A complaint concerning a decision by the Commission where there is no independent appeal mechanism
- A complaint concerning any failure by the Commission to make a decision
- A complaint concerning a failure of service which is not corrected or is not corrected within a reasonable timescale
- A complaint concerning the failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements
- A complaint concerning the application of inappropriate or unfair remedies
- A complaint concerning breach of confidentiality
- Any other substantial complaint which does not fall within any of the foregoing definitions

A complaint must be made as soon as possible after the event to which it relates and must set out clearly the exact nature of the matter

What is not a “complaint” under this procedure?

We cannot consider a complaint if:

- your complaint is materially the same as a complaint which you have previously made and this has been finalised;
- your complaint relates to a decision which has been made under statute which is open to its own appeals mechanism or a challenge through the Courts;
- your complaint relates to dissatisfaction with a decision that has been made as a consequence of a formal process or Commission Policy that has its own appeals or complaints process;
- you are unhappy with an agreed Policy that the Commission operates. Any views you may have on its Policies and their effectiveness however, will be considered separately by the Commission;
- you or anybody in which you are involved are the subject of an ongoing investigation or prosecution by the Commission. In that case the courts will make the decision on whether or not we have acted correctly.
- the complaint is made in a manner which is vexatious or is framed in an abusive manner.

Note - “Policy” means an agreed and/or published document, approved by the Commission setting a standard or describing a course of action which is used as a basis for decision making.

Behavioural standard

We reserve the right to protect our staff against any behaviour by customers that is unacceptable such as abusive, offensive or threatening behaviour; irrespective of whether that behaviour is in person or in written correspondence.

Tynwald Commissioner for Administration

Once a complaint to the Commission has completed its Commission investigations you will receive a decision letter from the Town Clerk.

If you remain dissatisfied with the outcome and consider that you have sustained injustice or hardship you may complain to the Tynwald Commissioner for Administration within six months of receipt of the outcome letter from the Town Clerk & Chief Executive.

The Commissioner will only consider complaints against the Commission once any Commission process has been exhausted.

Contact details are:

Email - ombudsman@parliament.org.im

Post - Legislative Buildings, Douglas, Isle of Man , IM1 3PW

Website - <http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

Complaints Register

The Commission will maintain a register of complaints which will be reported to the Commissions Establishment Committee on a monthly basis.

Personal Information

- Ramsey Town Commission is a Controller for the purposes of the 2018 Data Protection legislation and requires the information requested above in order to investigate your complaint; this information will not be shared with any other organisation without your consent.
- In order to investigate your complaint fully it may be necessary to divulge your information to other Commission staff. This will only be done if absolutely necessary.
- The Commission's Privacy Notice may be viewed on the website here https://www.ramsey.gov.im/media/1357/rtc_-_privacy-policy-17-april-2019.pdf or a hard copy can be provided if you wish.
- The Commission's Data Protection Officer can be contacted by email enquiries@rtc.gov.im or by telephone on 810100.