



**Isle of Man
Government**

Reiltys Ellan Vannin



Public Services Commission Complaints Procedure

March 2023

Complaints Procedure

The Public Services Commission is committed to providing an accessible, effective and efficient service. However, occasionally mistakes can be made.

If you feel dissatisfied with the quality of service given or with a decision made by or on behalf of the Public Services Commission, please make us aware of your problem or concern as soon as possible.

Who should you complain to?

- Talk to the officer concerned, explaining the problem or concern – they may be able to resolve the matter immediately.
- If you are still not satisfied, ask to speak to their line manager and make sure that your complaint is understood and how you think the matter can be rectified.
- If the matter has still not been resolved to your satisfaction then you may put your complaint in writing for the attention of:

**The Assistant Secretary
Public Services Commission
Illiam Dhone House
2 Circular Road
Douglas
Isle of Man
IM1 1AG**

Or by email to: Complaints.PSC@gov.im

The Assistant Secretary of the Public Services Commission, as Complaints Officer, will need to –

- Have a clear description of the complaint and how you think the matter can be satisfactorily resolved
- Know the name of the member of staff (if known to you) who has been dealing with the matter, to date
- Know your full postal address and telephone number.

What action will be taken?

A written complaint will be acknowledged within **5 working days** and an investigation into your complaint will be undertaken by a senior officer, appointed by the Assistant Secretary, as quickly as possible. Your complaint will be treated in confidence.

If the investigation takes longer than **7 working days**, you will be kept fully informed of the progress being made.

You will receive a full written answer within **28 working days** of the receipt of the complaint, or sooner if possible. If the matter cannot be resolved within that time limit we will explain why and set a new deadline.

Recording of complaints

All complaints received will be recorded together with a note of the action taken. Copies and any correspondence will be held on a central Complaints Register.

What is a complaint?

For the purposes of recording a complaint in the Public Services Commission Central Register, it must fall into one of the following categories:

- A complaint concerning a decision by the Public Services Commission where there is no independent appeal mechanism
- A complaint concerning any failure by the Public Services 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

All problems and concerns are taken seriously and everything possible will be done to deal with your complaint.

Unsatisfactory Responses

If after receiving the response from the Assistant Secretary you feel that we have still not resolved your complaint, please write to the Secretary of the Public Services Commission within 10 working days from the date the response letter was sent to you by email to Complaints.PSC@gov.im or by post;

**The Secretary
Public Services Commission
Illiam Dhone House
2 Circular Road
Douglas
Isle of Man
IM1 1AG**

The Secretary will provide a written acknowledgement to your complaint within **5 working days** using the preferred contact details you have provided.

The Secretary will endeavour to resolve the matter within **28 working days** of your escalation of the complaint to the Secretary. If it's not possible to meet this timeframe you will be contacted to advise the expected timeframe for resolving your complaint.

Tynwald Commissioner for Administration

If upon receipt of the complaint response from the Secretary you remain dissatisfied with

the outcome you may complain to the Tynwald Commissioner for Administration within six months of receipt of the outcome letter from the Secretary of the PSC.

Details of how to submit the complaint are provided below:

Email – ombudsman@parliament.org.im

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

Website - <https://tynwald.org.im/ombudsman>

Personal Information

As far as possible, all complaints will be treated in confidence in order to protect both the complainant and any member(s) of staff who may be the subject of the complaint.

All information handled and stored will be done so in accordance with The Data Protection Act 2018 and in line with Cabinet Office and Public Services Commission Privacy Notice, which can be found [here](#).

Equality

The PSC is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible for all. We will take steps to accommodate any reasonable adjustments you may request to enable you access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require. If you would like a response to a complaint in another format please advise us when you make your complaint.

For more information about the Equality Act 2018 please click this [link](#).

General Comments and Feedback

The Public Services Commission welcomes comments and feedback at any time by:

- e-mail to ohr@gov.im
- telephone (01624) 685000
- letter to :

The Secretary
Public Services Commission
Illiam Dhone House
2 Circular Road
Douglas
Isle of Man
IM1 1AG