



Braddan Parish Commissioners'

Complaints Policy

Effective from:	Replaces:	Originator:	Page X of Y
February 2019	April 2008		1 of 4
Ratification by Board of Commissioners		07 February 2019	

History or Most Recent Policy Changes – MUST BE COMPLETED		
Version:	Date:	Change:
1.0	April 2008	N/A
2.0	February 2019	Update of entire policy re: GDPR

Braddan Parish Commissioners aims to provide efficient and effective public services. We accept that any organisation providing a service will, on occasion, receive complaints. We aim to respond to all complaints promptly, fairly and effectively.

The feedback we receive will help us to improve our services to you.

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.

How to complain

You can make a complaint in person at the Commissioners' Office, by telephone or in writing (including electronic messages).

Anonymous complaints will be considered carefully and action taken if appropriate.

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.

If you wish to speak to someone else or you are still dissatisfied you should contact the Clerk to the Commissioners.

The 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 advised when a full response will be given.

To submit your complaint in writing to the Clerk, please forward it to:

Mr J C Whiteway *MBA*
Clerk
Braddan Parish Commissioners
Commissioners' Office
Close Corran
Union Mills
Braddan
Isle of Man
IM4 4LZ

colin@braddan.im

Making a Complaint in Person

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.

In most cases this will resolve the issue quickly and without escalating your 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.

Depending on the nature of the issue, the Clerk may set out his understanding of your complaint in writing, and ask you to sign it so there is a written record of the matter.

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 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.

However, if the customer wishes to speak to a senior officer, they should ask for the Clerk who will then investigate the matter and provide a full response 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.

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.

Depending on the nature of the issue, the Clerk may set out his understanding of your complaint in writing, and ask you to sign it so there is a written record of the matter.

Making a Complaint in writing

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

Your written 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 expectations and/or your desired outcome.

Further information

Where the complaint is about the Clerk or a Commissioner, the matter will be dealt with by the Chairman or Vice Chairman of the Commissioners.

Written complaints against the Clerk or a Commissioner should be submitted to the Chairman via the Commissioners' Office or by emailing the Chairman directly at ajessopp@braddan.im

Unreasonable or vexatious complaints

Your complaint may not be dealt with if it is felt that is unreasonable 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.

General Data Protection Regulations 2018

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.