

MAROWN PARISH COMMISSIONERS

Barrantee Skeerey Marooney

CLERK TO THE COMMISSIONERS
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HALL CAINE PAVILION
OLD CHURCH ROAD
CROSBY IM4 2HA
ISLE OF MAN

OFFICE HOURS 1000 – 1200 MONDAY TO THURSDAY ONLY

Complaints Procedure

Making a Complaint

Marown Parish Commissioners are committed to providing the residents of the Parish with a high standard of service. However, we accept that sometimes things go wrong. 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 for our customers. The Commissioners have in place a four stage complaint process which is detailed below.

Stage 1 - Resolution

In the first instance it may be best to speak to the person you have been dealing with and explain your complaint.

Stage 2 - Investigation

If you are still unhappy and you feel that your complaint has not been resolved, please contact one of the following Complaint's Co-ordinators who will look into the matter.

DIVISION	CONTACT NAME	CONTACT EMAIL	CONTACT NUMBER
If the Complaint concerns a Contactor (e.g. Refuse, Garden Services, Street Lights, Hedges)	Ian Maule Clerk to the Commissioners Marown Parish Commissioners Hall Caine Pavilion Old Church Road Crosby	marown.comm@manx.net	851630

If the Complaint concerns an Elected Member	Ian Maule Clerk to the Commissioners Marown Parish Commissioners Hall Caine Pavilion Old Church Road Crosby	marown.comm@manx.net	851630
If the Complaint concerns the Clerk	The Chairman Marown Parish Commissioners Hall Caine Pavilion Old Church Road Crosby	marown.comm@manx.net	851630

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;

- Your full name and home address.
- Telephone number and contact information.
- A detailed description of your complaint and what you think we should do to resolve the problem.

What will happen next?

You will receive an acknowledgement of your complaint as soon as possible bearing in mind that the office is manned on a part-time basis only which will have details of the how the matter will be handled.

Where possible we will deal with your complaint within 20 working days (Monday to Thursday) however if this is not possible, we will contact you to let you know the expected timeframe for a response.

Stage 3- Review

If at the end of the process you are still not satisfied with the way the matter has been dealt with, please write to the Chief Executive Officer at the following address who will arrange for the matter to be reviewed.

Ian Maule
Clerk to the Commissioners
Marown Parish Commissioners
Hall Caine Pavilion
Old Church Road
Crosby

You will receive an acknowledgement of your communication as soon as possible bearing in mind that the office is manned on a part-time basis only which will have details of the how the matter will be handled.

Where possible we will deal with the review within 20 working days (Monday to Thursday) however if this is not possible, we will contact you to let you know the expected timeframe for a response.

Stage 4 – Consideration of the Tynwald Commissioner for Administration

If you remain dissatisfied with the way in which the Commissioners have handled and reviewed your complaint, under the provisions of the Tynwald Commissioners for Administration Act 2011 you may write to the Tynwald Commissioner for Administration for his consideration of the matter.

The Tynwald Commissioner will consider a complaint made no more than 6 months after a final decision of the matter was received by the complainant from the Department.

Your complaint must be made in writing and sent using either of the following methods:

Email: ombudsman@parliament.org.im

By Post: Tynwald Commissioner for Administration
Office of the Clerk of Tynwald
Legislative buildings
Finch Road
Douglas
Isle of Man
IM1 3PW

Information regarding the remit of the Tynwald Commissioner for Administration can be found via the following link: <http://www.tynwald.org.im/about/TCA/Pages/default.aspx>

Handling of Your Complaint

The Commissioners are committed to dealing with all complaints fairly, impartially and in a timely manner, however, we reserve the right to protect our staff, contractors and members against any behaviour by complainants that is unacceptable such as abusive, offensive or threatening behaviour in line with the Government policy for managing vexatious complaints, correspondence and behaviour.

Data Protection

The information you provide when you make a complaint will only be processed for the purpose of dealing with your complaint. . If you would like to find out more please visit our website at <https://www.gov.im/about-the-government/departments/infrastructure/> .