



ONCHAN DISTRICT COMMISSIONERS

Complaints and Feedback Procedure

Introduction:-

The Commissioners and Officers of Onchan District Commissioners, aim to meet the needs and requirements of the people of Onchan. We may not get everything right the first time and if you remain discontented with any part of the services we deliver to you please follow our complaints procedure.

First Stage (Informal):-

Please contact the following:-

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|--|---|---|--|
| Property Maintenance issues (including Planning/Bye-Laws and refuse) | - | Property Maintenance Manager Telephone: 624967 | E-Mail: surveyors@onchan.org.im |
| Housing issues | - | Housing Manager Telephone: 675564 | E-Mail: housing@onchan.org.im |
| Rents/Rates/Arrears | - | Assistant Finance Manager Telephone: 675564 | E-Mail: finance@onchan.org.im |
| Library | - | Head Librarian Telephone: 621228 | E-Mail: onchan.library@onchan.org.im |

They will address your complaint and provide you with a full written answer within 10 working days.

Stage 2:-

Following the informal response and should you remain dissatisfied please contact either of the following Department Heads:-

| | | |
|---|--|--|
| Maintenance/Housing/Planning/Byelaws/Refuse | District Surveyor Telephone: 693654 | E-Mail: rossphillips@onchan.org.im |
| Rents/Rates/Arrears | Finance Manager Telephone: 646196 | E-Mail: stephaniejohnson@onchan.org.im |

They will address your concerns and respond to you within 10 working days.

Stage 3:-

If you remain dissatisfied following the response received from the Department Head, please contact the Chief Executive/Clerk of the Authority in writing and within 10 working days from receiving your reply of the 2nd stage.

The Chief Executive/Clerk will look into the matter on your behalf and liaise with the necessary departments.

Tynwald Commissioner for Administration Act 2011 ("the Act")

In accordance with the Act if you still remain dissatisfied with the complaint response you can contact the Tynwald Commissioner for Administration within 6 months of the final decision at the following contact details:-

Tynwald Commissioner for Administration
Office of the Clerk of Tynwald
Legislative Buildings
Finch Road
Douglas
Isle of Man, IM1 3PW
E-Mail: ombudsman@parliament.org.im

Your Commissioners are always available to support you with any complaint you may have.