

Compliments, Feedback and Complaints

It's always nice to know when we get things right, but equally we also want to know when there is an opportunity to improve. We welcome your compliments, complaints and suggestions.

Compliments and Feedback:

We would like to know if we have done things well and to hear your suggestions. We share the compliments and feedback with our staff to continue to improve our services. To share your comments with us, please complete the online form (link at the right-hand side of this page) which will be submitted for consideration or e-mail enquiries@douglas.gov.im

For service requests, such as street lighting issues, graffiti or fly tipping, please use our online "Report a Problem" function at <http://douglas.im/reportit> or e-mail enquiries@douglas.gov.im

Complaints:

Douglas City Council aims to meet the needs and requirements of the people of Douglas. We may not get everything right the first time and if you do not feel satisfied with any part of the services we deliver to you please follow our complaints procedure.

Please do not try to use this procedure if the matter is a request for a service; that can be dealt with more effectively through the "Report a Problem" function under "Services" on the Council's website, by attending the appropriate counter, or by requesting through the Council's enquiries e-mail address: enquiries@douglas.gov.im

If the complaint is about a member of staff and their conduct the complaint will be forwarded to the relevant manager so that it can be investigated in accordance with the Council's internal procedures, as applicable, so that the matter can be addressed and resolved.

If the complaint is about a political Member of the Council, there is a separate form available on request from the Assistant Chief Officer (Democratic Services), City Hall, P.O. Box 2, Douglas or email enquiries@douglas.gov.im

For all other complaints about administrative or service failure, the Stage 1 Service Enquiry Form on this page may be used or you can contact the relevant service. The Council has in place a four-stage process for dealing with concerns / complaints, as follows:

Stage 1 - Resolution

In the first instance please contact the relevant service who may be able to resolve your issue. They will acknowledge your service enquiry and you will be provided with a response within 15 working days. You may use the Compliments, Feedback and Stage 1 Service Enquiry Form on this page or use the contact details provided below:

Bye-laws / Borough Wardens / Car Parking (Shaw's Brow & Bottleneck Only) / Dilapidated or Dangerous Structures	Community & Enforcement Manager Telephone - 01624 696326 enquiries@douglas.gov.im
Housing Issues / Rents / Arrears / Property Maintenance	Housing Office Telephone - 01624 696435 housingcomplaints@douglas.gov.im
Henry Bloom Noble Library	Library Staff Telephone - 01624 696461 library@douglas.gov.im
Planning	Telephone - 01624 696394 planning@douglas.gov.im
Building Control	Telephone - 01624 696 buildingcontrol@douglas.gov.im
Rates	Rates Office Telephone - 01624 696347 rates@douglas.gov.im
Waste & Recycling / Eastern Civic Amenity Site	Refuse Office Telephone - 01624 696445 refuse@douglas.gov.im
Parks / Open Spaces	Parks Service Telephone – 01624 696330 parks@douglas.gov.im
Crematorium	Bereavement Team Telephone – 01624 696329 bereavement@douglas.gov.im
Public Toilets	Refuse Office Telephone – 01624 696445 refuse@douglas.gov.im

Street Lighting	Electrical Services Telephone - 01624 696433 electrical@douglas.gov.im
Douglas City Centre Management	City Centre Manager Telephone - 01624 696304 dtcm@douglas.gov.im
Isle of Man Local Government Superannuation Scheme	Capita Telephone – 01624 672730 iomenq@capita.co.uk

Stage 2 – Investigation

If you feel that your service enquiry or complaint has not been resolved, please complete the Complaints Form on this page and it will be sent to the relevant Officer. The Officer will then either investigate the complaint or refer it to another appropriate person to investigate.

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

An acknowledgement of your complaint will be issued within 3 working days of receipt.

Where possible we will deal with your complaint within 15 working days. However, if this is not likely to be 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 not satisfied with the way the matter has been dealt with, you may write to the Chief Executive at the following address who will arrange for the matter to be reviewed.

Ms. K.J. Rice, BA (Hons)
Chief Executive
Douglas City Council
P.O. Box 2
Douglas
Isle of Man
IM99 1AD

An acknowledgement of your communication will be issued within 3 working days of receipt. Where possible the review will be dealt with within 20 working days, however if this is not likely to be possible, we will contact you to let you know the expected timeframe for response.

Stage 4 – Tynwald Commissioner for Administration

If, after the review, you remain dissatisfied with the way in which the Council has 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 seeking their consideration of the matter.

The 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 Council.

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