

COMPLAINTS PROCESS – IOM POST OFFICE

Isle of Man Post Office is committed to providing its customers with a high level of service however although we do everything we can to carry out this commitment, it is accepted that we may fail on occasions.

This Complaints Process is made available providing the different ways of communicating with us where we may have failed in our service to you.

All complaints are taken seriously and treated in confidence by the Customer Service team who are available to assist Monday to Friday from 9am until 5pm.

HOW WILL MY COMPLAINT BE PROCESSED

Clear stages of the complaints process

Stage 1 – Receipt and initial response: Complaints should be submitted to Customer Services in the first instance. We will record your complaint on our database, provide a case reference number and provide an initial response within 48 hours of receipt, excluding weekends and bank holidays.

Stage 2 – Investigation and response: Your complaint will be passed to the relevant Departmental Manager for investigation and response. If the investigation is likely to take longer than the timeframe stated in our acknowledgement, we will let you know.

Stage 3 – Escalation: If you remain dissatisfied with the response received, or with the way your complaint has been handled, you may request that the matter is escalated to the Customer Services Manager for review.

Stage 4 – Chief Operating Officer review: If you remain dissatisfied following review by the Customer Services Manager, you may request that your complaint is referred to the Chief Operating Officer for final internal review. The Chief Operating Officer, or a delegated senior representative, will consider the handling of the complaint and the response provided before issuing a final internal decision.

Stage 5 – External referral: If your complaint remains unresolved for three months, either party may refer the matter to the Tynwald Commissioner for Administration.

HOW TO CONTACT CUSTOMER SERVICES

By Telephone: **664664**

By Email: complaints@iompost.com for all complaints in the first instance.

By Post: **Customer Services, POHQ, Spring Valley Ind Estate, Douglas IM2 1AA**

Via our website: www.iompost.com/contactus

UNRESOLVED COMPLAINTS

If you are not happy with the way we are dealing with your complaint, you can request escalation to the Customer Services Manager. If you remain dissatisfied following this review, you may request that the matter is referred to the Chief Executive for final internal review.

Escalated complaint contact details:

Customer Services Manager: **Sharon Quaggan**

Email: Sharon.Quaggan@iompost.com

Contact Number: **01624 698414 – mobile: 07624 267316**

If a complaint remains unresolved for 3 months, either party may refer it to the Tynwald Commissioner for Administration. Contact details are as follows:

By Post: Legislative Buildings, Finch Road, Douglas IM1 3PW

By Email: ombudsman@parliament.org.im

Please see our website, www.iompost.com/privacy notices for further information.