

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.

We aim to acknowledge 99% of all written or emailed complaints within two working days of their receipt. Any complaints received by telephone will be recorded in the same way as above and you may be asked to confirm details by email/letter.

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

HOW TO CONTACT CUSTOMER SERVICES

By Telephone: 664664 Option 1

By Email: customer.services@iompost.com

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

Via our website www.iompost.com/contact/

Via our Facebook page facebook.com/iompostoffice

HOW WILL MY COMPLAINT BE PROCESSED

Dissatisfied with service provided

We will record your complaint on our database, providing a case reference number and timeframe for response in our acknowledgement.

Complaints will be passed to the relevant Departmental Manager for investigation and response. We will inform you if any investigations will take longer than the timeframe stated in our acknowledgement.

Formal Complaint

If the above is not acceptable, you can request for your complaint to be passed to the Customer Services Manager who will supervise the investigation of your complaint and will liaise with you directly.

UNRESOLVED COMPLAINTS

If you are not happy with the way we are dealing with your complaint, you can request escalation firstly to: Customer Services Manager, or
Chief Operating Officer/Chief Executive

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-notice for further information