

## **Western Civic Amenity Site Board (WCAS) – Complaints Procedure**

Please be advised if you wish to discuss your situation/query or complaint please contact:

The Manager, Mr M Rose, on 801158 or email [manager@wcas.im](mailto:manager@wcas.im)

Alternatively, you can write a letter addressed to the Manager at:

*Western Civic Amenity Site  
Curragh Road  
St John's  
Isle of Man  
IM4 3LN*

If the matter cannot be dealt with by the Manager and needs to be referred to the Board, they meet regularly, and the Manager will supply your local Board Members' contact details or you can write directly to the Chairperson at the above address.

In all instances Complainants Contact Details must be supplied, along with the Date & Time of any incident to allow a full investigation to take place.

Anonymous complaints will not be investigated.

### **WCAS. Grievance procedures:**

#### **Stage 1**

Informal

Matter brought to attention of Site worker who will try and put things right and make a log of the incident in the Site Log.

#### **Stage 2**

If it is not possible to resolve the complaint at Stage 1 the complaint can be referred to the Manager, if it is about the Manager it should be referred to the Chairperson of the Board. The Manager will log in Site Log and ensure Board members are informed of the incident or outcome at their next meeting.

#### **Stage 3**

If the matter still cannot be resolved it will be referred to the full Board for consideration at their ensuing meeting and their decision will be relayed in writing.

Matters will be dealt with as prudently as possible you will be informed of any outcome and records of complaints kept for a period of two years.

The Board members are appreciative of those taking the time to bring concerns to their attention as it allows them to review and deal with the matters appropriately.

### **Unresolved Complaint**

If the complainant feels the matter is not resolved and is not satisfied with the outcome of the Board's decision, the complainant can write to the *Tynwald Commissioner for Administration, Legislative Buildings, Douglas, Isle of Man, IM1 3PW*. Or email: [ombudsman@parliament.org.im](mailto:ombudsman@parliament.org.im)

The Tynwald Commissioner for Administration is independent of the Board but cannot intervene until you have concluded our complaints process.

This information will also be included in the Board's decision letter.