

The Information Commissioner is appointed by the Council of Ministers, subject to the approval of Tynwald. The Information Commissioner is to perform his functions and exercise his powers independently and, in doing so, is not to be subject to the direction of Tynwald, its Branches or the Council of Ministers.

We aim to give the best possible service to all our customers, but if you are unhappy or dissatisfied, then you can make a complaint. You might wish to complain about a service we have provided when:

- You disagree with a decision we have reached about the legislation we are responsible for;
- You feel we have failed to meet expected service standards; or
- You are unhappy about some other aspect of our service and want to bring it to our attention.

However, if there is a formal procedure available to you in the relevant legislation, for example an appeal to the Data Protection Tribunal or court, then this is the route you must follow.

## Complaints about the Information Commissioner's officers

If you wish to make a complaint about the service provided, or decision made, by one of the officers appointed by the Information Commissioner, please contact the Information Commissioner using the details at the end of this document.

You must:

- make your complaint in writing. It is important that a record of exactly what you want to complain about is provided so that your concerns can be properly addressed.
- send your complaint within six months of the relevant incident occurring. The Supervisor will not usually consider complaints sent later than that.

The Information Commissioner will acknowledge receipt of your complaint promptly and will aim to send you a full response within 28 days. If this cannot be achieved for any reason, you will be advised of what is happening and when you should receive a full response.

## Complaints about the Information Commissioner

Complaints about the actions of the Information Commissioner must be directed through the Chief Secretary in his capacity as Secretary to the Council of Ministers.

Any complaints about the Information Commissioner should be sent to:

Mr W. Greenhow  
Chief Secretary,  
Government Offices,  
Bucks Road,  
Douglas,  
Isle of Man  
IM1 3PN