

# RAMSEY TOWN COMMISSIONERS COMPLAINT FORM

Please use this form to tell us about your complaint. You can view and download a copy of the Complaints Procedures from the Commissions website. <https://www.ramsey.gov.im/your-commissioners/feedback-and-complaints/>

<b>TITLE</b>	
<b>FIRST NAME</b>	
<b>SURNAME</b>	
<b>ADDRESS</b>	
<b>POST CODE</b>	
<b>PHONE NO/S</b>	
<b>EMAIL</b>	

**Please tell us about your complaint**

Continue over page if needed:

**Please email or send you complaint to the Complaints Co-ordinator.**

Email [enquiries@rtc.gov.im](mailto:enquiries@rtc.gov.im)

Post Complaints Co-ordinator,  
Ramsey Town Commissioners,  
Town Hall,  
Parliament Square,  
Ramsey,  
Isle of Man  
IM8 1RT.

You will receive an acknowledgement of receipt of your complaint **within 5 working days** (Monday to Friday) which will provide you with details of the officer who will deal with the complaint.

Where possible we will deal with your complaint within 20 working days (Monday to Friday) however if this is not possible we will contact you to let you know the expected timeframe for a response.

**Personal Information**

- Ramsey Town Commission is a Controller for the purposes of the 2018 Data Protection legislation and requires the information requested above to investigate your complaint; this information will not be shared with any other organisation without your consent.
- To investigate your complaint fully it may be necessary to divulge your information to other Commission staff. This will only be done if absolutely necessary.
- The Commission's Privacy Notice may be viewed on the website here [https://www.ramsey.gov.im/media/1357/rtc\\_-\\_privacy-policy-17-april-2019.pdf](https://www.ramsey.gov.im/media/1357/rtc_-_privacy-policy-17-april-2019.pdf) or a hard copy can be provided if you wish.
- The Commission's Data Protection Officer can be contacted by email [enquiries@rtc.gov.im](mailto:enquiries@rtc.gov.im) or by telephone on 810100.