



Making a complaint

Introduction

If you would like to make a complaint about your contact with our staff, a grant application that you have made or a grant that we have awarded you should use the following guidance.

Making a complaint will have no bearing on the level of service you receive from us. So, if your complaint is about a funding application this will not affect your chances of getting a grant from us in the future. There are certain circumstances that our complaints process will not handle, we explain more in this guidance.

If you have any particular communication needs, or need information in another format, please telephone 0800 047 0036 or email: grants@mlt.org.im

What can I complain about?

You can complain if you believe that:

- Maladministration has taken place.
For example, if we have delayed, made mistakes in, or failed to follow the procedures in our application process.
- We have failed to give you access to information or have given you incorrect advice or information
- We have not treated you politely
- We have discriminated against you or not treated you fairly

If your complaint is concerning a funding application, we can only review the application again if:

Contact us by telephone on 0800 036 0047 or email grants@mlt.org.im , or write to:

The Secretary
Manx Lottery Trust
7 Auckland Terrace
Parliament Street
Ramsey
Isle of Man
IM8 1AF

When making your complaint you should set the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible. We can explain how we will process your complaint.

If you need any help, you can contact your local Citizens Advice Bureau. To find your nearest bureau please visit their website at www.citizensadvice.im

We will keep all complaints confidential. If you make a complaint, we will treat you with respect, and we expect you to treat our Officers in the same way.

In the event that the complaint is against the Secretary, the complaint will proceed directly to Stage two.

When can I expect to hear back from the Manx Lottery Trust?

Within three working days of receiving your complaint we will write or phone you to confirm receipt.

We will also tell you who is dealing with your complaint and when you can expect a reply.

You will receive a final response to your complaint within 10 working days. If we cannot give a full response in this time, we will tell you why and when you are likely to receive it.