



Procedure for Review by the Chief Executive of the Investigation of Complaints against the Isle of Man Financial Services Authority (Public document)

Overall Review Process

1. A complainant who feels that their complaint against the Isle of Man Financial Services Authority (“the Authority”) has not been properly addressed, or has not been handled properly, and who disagrees with the decision made, may apply to the Chief Executive of the Authority for a Review of the decision, providing that:
 - the application for a Review is:
 - in writing;
 - gives reasons for the application;
 - states why the complainant disagrees with the decision; and
 - states any pertinent facts;
 - the application is received within four weeks of the date of the letter of response to the complainant.

A Review will not be undertaken if it appears that there is no prima facie case to answer or that the request is frivolous, malicious, trivial or vexatious.

2. The Complaints Officer will write to the complainant to:
 - acknowledge the application for a Review, on behalf of the Chief Executive; and
 - confirm that the Chief Executive will only consider the evidence that has been considered by the Investigating Officer and that no new issues will be considered in the Review.
3. The Review process will take place within two months of the application for a Review, except in exceptional circumstances.
4. The decision of the Chief Executive will be conveyed to the complainant in writing as soon as possible and usually within two months of the request for a Review.
5. If the Chief Executive’s Review is not complete within two months, the complainant will be advised on the progress of the Review and when it is expected to be completed.

Extract from Complaints' procedure - public document:

What if I feel that my complaint has not been properly addressed?

If you feel that your complaint has not been properly addressed, or has not been handled properly, and you disagree with the decision, you may write to the Chief Executive of the Authority to seek a Review. Your request for a Review must be submitted within four weeks of the date of our report to you following our investigation. The Review procedure is available via this [link](#). Following a Review, if you remain dissatisfied with the outcome, you may request an investigation under the [Tynwald Commissioner for Administration Act 2011](#) – your request must be in accordance with section 12 of that Act – see also <http://www.tynwald.org.im/about/TCA/Pages/default.aspx>.