

## **Manx Accredited Construction Contractors Scheme – 2018/19**

### **Appendix 5**

#### **Complaints Procedures.**

A detailed complaints procedure is in place, and requires that all complaints in regard of an Accredited Contractor or the Scheme Administration should initially be forwarded to:

IOM Construction Federation  
23a, The Village Walk, Onchan  
Isle of Man  
IM3 4EB

Tel: (01624) 660188 or FAX: (01624) 660189

Email: [info@iomcf.im](mailto:info@iomcf.im)

Details of the nature of the complaint together with any evidence in support of the complaint should be included. Full details of the procedure may be obtained from the Federation.

Matters relating to Scheme non-compliance include:

- Non compliance with the general requirements of the Scheme;
- Non compliance with the industry Working Rule Agreements.
- Non compliance with Health and Safety requirements;
- Non compliance with maintenance of insurances;
- Non compliance with MACCS Terms and Conditions;
- Non compliance with the Scheme for the Certification of Craftsmen;
- Non compliance with sub-contracting requirements;
- Non payment of creditors, taxes and National Insurance Contributions
- Malicious actions;
- Poor workmanship

#### **Building and Civil Engineering (B&CE) Benefit Scheme.**

In making an application for inclusion on the Manx Accredited Contractors Scheme it is required that all contractors agree to abide by the MACCS Terms and Conditions.

#### **Off-Island Contractors – Letter of Comfort**

All off-Island Contractor will be required to submit a 'letter of comfort' if their company does not subscribe to the Building and Civil Engineering Benefit Scheme for their operatives. The letter should state that the company agrees to follow the MACCS Terms and Conditions in relation to providing injury and death in service cover for their operatives. Please ensure this letter is signed by the Director/Principal of the company. (see template letter).