

Manx Accredited Construction Contractors Scheme – 2020-21

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

Email: 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 MACCS Terms and Conditions.
- Non compliance with Health and Safety requirements;
- Non compliance with maintenance of insurances;
- Non compliance with Work Permit requirements;
- 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