

TravelWatch - *ISLE OF MAN*

Representing and promoting the interests of Isle of Man Passengers

www.travelwatch-isleofman.org

Passenger Information – Complaints and Compliments

TravelWatch has been asked by passengers to provide advice about feedback to operators - usually when things have gone wrong. Compliments and complaints provide valuable feedback to operators about their services. Therefore passengers are encouraged by TravelWatch to provide feedback on services as well as following up issues about which they have concerns.

The **Useful Information** section of www.travelwatch-isleofman.org gives links to operators' websites. Many queries can be progressed by referring to the FAQ (frequently asked questions) sections which some operators (including Flybe) provide on their websites but some specific contacts for Complaints and Compliments are listed at the bottom of this sheet.

Complaints should only be about significant problems. The first step with a complaint is to take it up with the operator concerned. Where possible take up any problems at the time of travel but if this is not feasible passengers should write to, or e-mail, operators with all the details of the problem – accuracy is important - including the

- name of passenger(s)
- date and time of flight or sailing, including route and name of vessel or flight number/booking reference
- a brief description of the difficulty;
- what the passenger is seeking - for example an apology or compensation.
- if the complaint covers several different aspects of a journey each problem should be described.
- passengers are advised to keep copies of any communication they send to operators.
- passengers with travel insurance may wish to consider an insurance claim.

There may be other ways of progressing a complaint – for example a complaint about a train operator in GB can be referred to the passenger watchdog Passenger Focus – but only if it has first been raised with the operator. Details of contacts for Passenger Focus and other consumer bodies will be found on the **Useful Information** section of www.travelwatch-isleofman.org

Contacts for Complaints and Compliments:

Mrs Ann Reynolds, Airport Director, **IOM Airport**, Ballasalla, IM92AS
admin@IOM-airport.com

Customer Services, **Liverpool John Lennon Airport**, Liverpool L24 1YD
<http://www.liverpoolairport.com/page.php?p=7>

Customer Services, **Manchester Airport**, Manchester M90 1QX
<http://www.manchesterairport.co.uk/manweb.nsf/All+Content/YourFeedback>

Flybe Customer Relations, The New Walker Hangar, Exeter International Airport, EX5 2BG
<http://www.flybe.com/contact/#cr>

Customer Services, **Manx2 Limited**, Ronaldsway Airport, Ballasalla, Isle Of Man, IM9 2AS
customer.services@manx2.com

On-board Services, **Isle of Man Steam Packet Company**, Imperial Buildings, Douglas, Isle of Man, IM1 2BY
<http://www.steam-packet.com/SteamPacket/Contact-Us/>