



To: The Hon Clare Christian, President of Tynwald, and the Honourable Council and Keys in Tynwald assembled

**REPORT ON COMPLAINTS MADE AGAINST
THE OFFICE OF THE CLERK OF TYNWALD**

2011-12

REPORT

1. In the year from 1st January to 31st December 2011 the Office of the Clerk of Tynwald received no complaints.

BACKGROUND

2. The Government's standard complaints procedure was introduced in 1991. The procedure includes reporting to Tynwald of the number of complaints received. The Office of the Clerk of Tynwald was initially included in the Government's complaints reporting but since 2003 has reported separately to Tynwald.
3. Further information on the procedure as it is applied in the Clerk of Tynwald's Office can be found in a report issued by that Office in March 2009 (PP42/09) which is available from the Tynwald Library and via the Tynwald website.

A handwritten signature in black ink, appearing to read 'Jonathan King'.

Jonathan King
Deputy Clerk of Tynwald
27th March 2012