



**To: The Hon Stephen C Rodan, President of Tynwald, and the
Honourable Council and Keys in Tynwald assembled**

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

2019–20

REPORT

1. In the year ending 31st December 2019 the Office of the Clerk of Tynwald received no complaints from the public.

BACKGROUND

2. A standard complaints procedure was introduced by the Isle of Man Government 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 on the Tynwald website at the following location:

<http://www.tynwald.org.im/about/complaints/Pages/default.aspx>

Jonathan King
Deputy Clerk of Tynwald
28th February 2020