



Access to Public Information Request

Date of receipt: 22 October 2019

Date of response: 15 November 2019

Request regarding Image Rights complaints and income

Request for information:

On 1 April 2017, [the States of Guernsey introduced a code of conduct](#) for registered image rights (IR) agents. I would like to know:

- 1) As of 31 March 2017, or at the closest possible date before the introduction of the code, how many registered IR agents were there?
- 2) Since the introduction of the code;
 - a) How many complaints have been made about the conduct of IR agents, including which specific area of the code (e.g. 3.5.2 - duty to provide a clear and appropriate level of advice to their Clients) each complaint related to, and which agent the complaint was against?
 - b) How many breaches of the code have been recorded by the registrar, including which specific area of the code each complaint related to, and which agent breached the code?
- 3) Which agents have been suspended or removed from the register, including when they were suspended or removed, and which specific area of the code they breached?
- 4) Since the establishment of the Image Rights Register in 2012, I would like to know how much the Guernsey Registry has received in fees relating to image rights, broken down by calendar year, to the most recent figures?
- 5) Of the total amount of IR fees earned by the registry since 2012, can you include a breakdown of how much has been earned specifically from IR agent registration fees, courses, annual renewal fees, and change particulars?

Response (provided by the Guernsey Registry):

1) As of 31 March 2017, or at the closest possible date before the introduction of the code, how many registered IR agents were there?

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2) Since the introduction of the code;

a) How many complaints have been made about the conduct of IR agents, including which specific area of the code (e.g. 3.5.2 - duty to provide a clear and appropriate level of advice to their Clients) each complaint related to, and which agent the complaint was against?

None

b) How many breaches of the code have been recorded by the registrar, including which specific area of the code each complaint related to, and which agent breached the code?

None

3) Which agents have been suspended or removed from the register, including when they were suspended or removed, and which specific area of the code they breached?

None

4) Since the establishment of the Image Rights Register in 2012, I would like to know how much the Guernsey Registry has received in fees relating to image rights, broken down by calendar year, to the most recent figures?

Year	Fee received
2012	£2,200.00
2013	£25,350.00
2014	£58,100.00
2015	£7,900.00
2016	£4,450.00
2017	£14,610.00
2018	£5,200.00
2019*	£1,450.00

*NOTE: agent renewal for 2019 will not occur until Dec 2019

5) Of the total amount of IR fees earned by the registry since 2012, can you include a breakdown of how much has been earned specifically from IR agent registration fees, courses, annual renewal fees, and change particulars?

Agent Registration fees:

Year	Fee received
2012	£0.00
2013	£1,000.00
2014	£4,000.00
2015	£500.00
2016	£0.00
2017	£500.00
2018	£500.00
2019	£500.00

Agent Renewal:

Year	Fee received
2012	£0.00
2013	£7,000.00
2014	£13,000.00
2015	£8,500.00
2016	£2,000.00
2017	£6,000.00
2018	£2,500.00
2019	N/A**

****2019 renewals have not yet taken place.**

Fee to change particulars:

To date there have been 3 requests to change particulars for IR agents. The fee for this is £25.

Course fee:

Course fee income is not specifically recorded, however the initial course in 2012 was a free seminar and the majority of Image Rights agents attended this initial course.