



Complaints, Compliments and Suggestions

November 2010

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Acknowledgement Met	Deadline for Response Met
01/11/2010	Complaint about the requirement of full names on the registration form	03/11/2010	Letter of explanation issued	N	Y	Y
12/11/2010	Complaint about the attitude of AEO Belfast	16/11/2010	Letter of apology and explanation of issue	Y	Y	Y
24/11/2010	Complaint about inclusion of name in statement of persons nominated for NI Assembly election 2007 on website - candidate was convicted of falsifying names on statement	24/11/2010	Subscriber names removed from statement and explanation added.	N - statement was correct at time of publication but names removed as good will gesture	Y	Y
26/11/2010	Complaint about his details appearing on 192.com	02/12/2010	letter of explanation issued and details of who they need to contact	N	Y	Y
30/11/2010	Complaint about BSO letter	08/12/2010	letter of explanation sent	N	Y	Y

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
9/11/2010	Helpline	Complaint stating he had tried to register through the post and forms got lost. He called into the Belfast office completed form and had picture taken 7-8 wks ago. Checked with Belfast & Newtownards office no forms received and no photo on image base.	Advised that registration process would need to be completed and to call into the office to have picture taken. Complaints procedure offered but refused.

11/11/2010	Helpline	Complaint that his details are appearing on the internet.	Advised that he had not opted out of edited register. New registration form issued with complaints booklet. Call transferred to C McGrattan.
26/11/2010	Helpline	Complaint reference BSO letter, her details have not changed and it is a waste of money.	Advised BSO provide us with a list to maintain the register, BSO telephone number given.
30/11/2010	Helpline	Complaint reference the wording on the evidence request letter she received for her son. Stating it was very threatening.	Posted out a complaints booklet.
30/11/2010	Newtownards Office	Mr Banford and wife called into office to complain about the BSO letter. They have not moved house in 20 years and their details haven't changed.	Apologised and confirmed they were on the register. Explained it was information from BSO to assist us in maintaining the register.
30/11/2010	Newtownards Office	Complaint from Dr Edward Rea, Down District Councillor and his wife about BSO letter. No change to their circumstances over the last 10 years. Wanted to know what BSO gave this misleading information.	Apologised and explained it was information from BSO to assist us in maintaining the register.
30/11/2010	Newtownards Office	26 BSO forms returned with comments to say they were already on register and had not changed their details. They all stated that this was a waste of public money.	None required a written response.
30/11/2010	Newtownards Office	Complaint about wording of Hearing Letter – offer of Prize Draw and then threat of Court. Found it very unfriendly as he had initiated contact by trying to register.	Complaints procedure offered but refused. Just wanted his comments noted.

Compliments:
None received

Suggestions:
None received