



Complaints, Compliments and Suggestions

April 2010

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Acknowledgement Met	Deadline for Response Met
19/04/2010	Complaint re wrong details about evidence required for postal vote by Newtownards office	20/04/2010	CEO advised that the deadline for postal votes had passed. He will listen to the phone call referred to. Complaint was withdrawn on 26.4. CEO advised that the complaint about the phone call was correct.	No	Yes	Yes
19/04/2010	Complaint that driving licence was not accepted as proof of address	23/04/2010	Letter issued explaining that proof of address must be dated within last three months.	No	Yes	Yes
20/04/2010	Complaint re. non-receipt of postal vote forms requested from Helpline	21/04/2010	Apology issued, offered to send out permanent AV forms.	No	Yes	Yes
20/04/2010	Complaint about election posters	21/04/2010	The error was resolved	No	Yes	Yes
23/04/2010	Complaint about letter received re. postal vote (restricted access letter?) but after deadline had passed.	26/04/2010	Letter of explanation sent	No	Yes	Yes
26/04/2010	Complaint about postal vote	26/04/2010	Email sent, AV allowed	No	Yes	Yes

26/04/2010	Complaint that there was not enough time for AV forms to be posted and returned	27/04/2010	Letter issued advising EONI only applies law	No	Yes	Yes
26/04/2010	Complaint about electoral law	27/04/2010	Letter issued advising EONI only up holds law. Complaint sent to NIO and Electoral Commission	No	Yes	Yes
27/04/2010	Complaint about NI residents being out of the country and the short time to apply and return a form.	12/05/2010	Letter of apology sent & suggestion she apply for a proxy vote in future	Yes	Yes	Yes
27/04/2010	Complaint that he did not see any publicity for the deadline for AVs	30/04/2010	Letter advising that the EC is responsible for publicity. Letter copied to EC	No	Yes	Yes
28/04/2010	Complaint about the wording of the AV rejection letter	30/04/2010	Letter agreeing the wording is unclear and will be amended	Yes	Yes	Yes
28/04/2010	Complaint about rejection of postal vote	30/04/2010	Telephone call and letter issued explaining reason why AV was rejected	No	Yes	Yes

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
21/04/2010	Information Officer	Deadlines for absent vote applications too short.	Explained that deadlines set in legislation.

Compliments:

Date Received	Received By	Details of Compliment
15/04/2010	Belfast Office	Compliment for Karen's help regarding her postal vote
16/04/2010	Belfast Office	Appreciation expressed that we made him check his nino and he discovered that his employers have been using the wrong number for years.

Suggestions: None