



Complaints, Compliments and Suggestions

August 2008

Formal (Written) Complaints - August 2008

| Date Received | Details of Complaint | Date Reply Issued | Outcome | Deadline for response met |
|---------------|----------------------|-------------------|--|---------------------------|
| 21/08/08 | Evidence Letter | 08/09/08 | Letter issued explaining process | Yes |
| 27/08/08 | CSA Letter | 01/09/08 | Letter issued explaining process and apologising for any inconvenience | Yes |
| 29/08/08 | Phone call received | 05/09/08 | Letter of apology issued | Yes |

Informal (Verbal) Complaints – August 2008

| Date Received | Details of Complaint | Outcome |
|---------------|--|--|
| 04/08/08 | Having to bring/send original documents from Bangor to Newtownards | Explained the legislation requirements |
| 13/08/2008 | Tone and content of the Rejection letter - assumes the applicant has received the first letter and that even if they have received it that they haven't posted the evidence – caller stated she had although we have no record. | Applicant is moving back to England 29th August evidence no longer required |
| 19/08/2008 | CEO requisition and 21 days to provide information. Found it very threatening. | Explained the legislation requirements |
| 20/08/2008 | CSA letter. Despite explanation caller was very abusive - told me to put him through to my supervisor | Put through to manager who issued formal complaint form and leaflet |
| 21/08/2008 | Wording of the evidence letter in particular the wording of sentence "Unfortunately on the information" etc. He found this most distressing. He came over directly from Waringstown and although the address box on the form was the only one ticked he had passport, bank statements etc all looked out. He was extremely upset | Explained that this was procedure. He still was not very happy |
| 22/08/2008 | Unhappy at being threatened with police. Says he never received any of our letters. | Explained this is now standard procedure and which documents he should send. |
| 22/08/2008 | Received CSA letter which lady felt was abrupt and un-nerving. Had already changed her address with local office and had received a similar evidence letter from them. | Decided to visit local office and lodge formal complaint. |

Compliments – August 2008

| Date Received | Verbal/Written | Received By | Details of Compliment |
|---------------|----------------|------------------|--|
| 13/08/2008 | Verbal | Helpline Officer | Rang to thank the Helpline for returning her Electoral ID Card and Bus Pass to her after she lost it. (it was returned to us and as she was on the register we were able to send it to her) |
| 14/08/2008 | Verbal | Helpline Officer | Lady rang asking for number of Registrar's Office or where she could obtain a copy of a name change by deed poll document. She said "you have been more helpful than anyone I have spoken to, thank you." |
| 13/08/2008 | Verbal | Helpline Officer | Gentleman wanted to know MP for York St Campus - found information for him - said we were brilliant. |
| 15/08/2008 | Verbal | Helpline Officer | Lady explained that she was 'frail & elderly' and needed advice about completing registration form. "Thank you for being so approachable wee dear". |
| 15/08/2008 | Verbal | Helpline Officer | Response to a phone call followed up by a fax and return call - "very efficient – thank you for speed of service and help". |
| 21/08/2008 | Verbal | Helpline Officer | Chap checking if he was on register after being told by Experian that he was not. "You have been a fantastic help; thank you for your time". |
| 27/08/2008 | Written | HR Officer | Lady phoned – her daughter was unsuccessful in the interview for Helpline Officer. She was very upset and we spoke at length regarding EONI interview procedures and what may benefit her daughter to obtain future employment etc. Lady sent in thank you card. |

Suggestions – August 2008:

| Date Received | Verbal/Written | Received By | Details of Suggestion | Outcome |
|---------------|----------------|------------------|---|---|
| 15/08/2008 | Verbal | Helpline Officer | ID cardholders name should be printed below the 'EONI' logo so that it could be clearly seen! | EONI overlay is necessary security element of Electoral Identity card and does not obscure the cardholder's name. |