



## **Complaints, Compliments and Suggestions**

**August 2009**

**Formal (Written) Complaints:**

<b>Date Received</b>	<b>Details of Complaint</b>	<b>Date Reply Issued</b>	<b>Outcome</b>	<b>Deadline for response met</b>
06/08/2009	Complaint about Removals Notice letter	17/08/2009	Letter issued explaining review process	Yes

**Informal (Verbal) Complaints:**

None.

**Compliments:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Compliment</b>
05/08/2009	Helpline Officer	Caller to go to Omagh re. wrong name on registration form which was filled in by a political party rep. Thanked me for assistance & asked for my name as he thought I worked in Omagh.
07/08/2009	CEO	Thank you for response to complaint.
24/08/2009	CEO	Thank you for service provided by Helpline Officer.

**Suggestions:**

None.