



Complaints, Compliments and Suggestions

December 2008

Formal (Written) Complaints

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
03/12/2008	The tone of the evidence letter received by her son	10/12/2008	Explanation of standard letters	yes
15/12/2008	Received another 'CSA' letter despite having lodged a formal complaint about receiving one before (his details have not changed).	16/12/2008	Assured him that he would not receive any further letters (details passed to ACEO(R) to remove from future mailouts)	yes
15/12/2008	Received a final requisition letter after having sent in a requested document.	15/12/2008	Apologised for oversight and assured her that she was on register.	yes
22/12/2008	Letter addressed to CEO, complaining about receiving more correspondence and the tone therein.	05/01/2008	Letter asking her for a copy of the correspondence as it was not issued from Belfast Area Office. If it was another CS form issued via our link with CSA we have advised her to ignore it.	yes

Informal (Verbal) Complaints

Date Received	Details of Complaint	Outcome
03/12/2008	Complaint about number of forms received - 3rd set in matter of months and person was already registered.	Apologised and explained forms were posted out centrally.
04/12/2008	Complaint about duplication of forms - CSA & ECH.	As above.
04/12/2008	Complaint that they have already filled in quite a few electoral registration forms and feel it is totally unnecessary to keep sending forms out - (CSA forms)	As above.
04/12/2008	Complaint that form had already been completed months ago - why a second one and how many more will be sent? CSA forms.	Apologised and said that forms may just have overlapped.
05/12/2008	ECH letter re change of address. Caller had already informed the Electoral office of change of address and had received confirmation.	Explained that the Electoral Commission were sending out forms to all home movers and apologised for the inconvenience.
05/12/2008	Complaint about number of forms received.	As above.

08/12/2008	Complaint about number of forms received.	As above.
08/12/2008	Complaint about the content of Annex F letter & requisition sent out to a relative who has Alzheimers. Said he did not receive 1st letter but did not put onus on elector for this.	Willing to forward evidence documents but requested complaint form.
08/12/2008	Mini Canvass removal letter - complainant said they had already filled out two forms and it was our fault if we lost them	Explained that a new form had to be completed during the mini canvass and we had not received any forms in respect of this. Asked to complete form and send it back in Freepost envelope provided.
10/12/2008	Complaint regarding receiving 4th CSA letter in the space of a year - there have been several calls to this effect today.	Explained reasons but not terribly happy. Several callers feel once is enough.

Compliments:

Date Received	Received By	Details of Compliment
05/12/2008	Member of Helpline staff	"Thank you for your reassuring voice and your professionalism".

Suggestions: None