



Complaints, Compliments and Suggestions

December 2009

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Response Met
04/12/2009	Complaint about lost driving licence	14/12/2009	Search conducted - licence not found. No record of it being received.	No	Y
04/12/2009	Complaint about nature of F letter and registration process.	09/12/2009	Responded to each item of the complaint detailing the process of evidence request and deadlines.	No	Y
11/12/2009	Complaint about incorrect postage on returned documents	14/12/2009	Apology issued and customer reimbursed. Info Unit staff reminded to apply correct postage to mail.	Yes	Y

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
04/12/2009	Helpline Officer	Found letter about no NI number offensive. She has only received one at 60 for winter fuel payment.	Complaint form requested
08/12/2009	Helpline Officer	Passport and ID card sent out incorrectly by normal mail instead of recorded delivery. When she received them there was not enough postage and she had to pay the difference.	Complaint form requested

Compliments: None.

Suggestions: None.