



## **Complaints, Compliments and Suggestions**

**February 2009**

## Formal (Written) Complaints: None

## Informal (Verbal) Complaints

Date Received	Details of Complaint	Outcome
09/02/2009	Complained vociferously on behalf of her 79 year old mother regarding the content and tone of the evidence request letter. Suggested that we adjust the content of letters to the elderly as this upset and worried her mother very much.	I apologised for any distress caused and explained that all applicants have to receive the same letter.
10/02/2009	Complained about being told on two occasions that she would be receiving an approval letter. She has only just been put on register. I sent a approval letter but it did not have an electoral number on it.	Sent out a complaints booklet with the approval letters. We do not have a staff member with the name given by the caller. Original form sent in July 08.
24/02/2009	Complained about 'threatening letter' sent on 11th December 2008.(Annex E).Called into office to sort it out. CS Form - required DOB. Passport produced to prove DOB and Name. Was not pleased with the wording of the letter.	I apologised for the stress that this may have caused. Customer was given a complaints booklet and will send it to the Belfast Office.

## Compliments:

Date Received	Received By	Details of Compliment
05/02/2009	ACEO (Elections)	Praise for the work undertaken at schools by EONI.
10/02/2009	Helpline Officer	"Excellent service and prompt response." (email enquiry)
10/02/2009	Helpline Officer	"Thanks for the prompt reply!" (email enquiry)

## Suggestions: None