



Complaints, Compliments and Suggestions

February 2010

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Acknowledgement Met	Deadline for Response Met
16/02/2010	Complaint about threatening nature of evidence letter	02/03/2010	Email sent confirming that the standard letter is being amended to reflect anyone who is ineligible to register	Yes	Yes	Yes
24/02/2010	Complaint re Acorn Polling Place	24/02/2010	Letter issued explaining Polling Station Review	No	Yes	Yes

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
03/02/2010	Information Officer	Complaint that member of Helpline staff was rude and unhelpful.	Call reviewed. Complaint not justified. Member of staff was following procedure.
08/02/2010	Helpline Supervisor	Complaint about BSO letter received for her mother 10 weeks after she died	email response sent apologising and explaining the procedures for the BSO letters.

Compliments:

Date Received	Received By	Details of Compliment
18/02/2010	Belfast Office	Referring to the service received at Belfast Counter from staff member who was very patient and understanding of his confusion and distress in relation to his registration application and from another staff member who assisted him with directions to the tax office. He then went to Inland Revenue offices where he says that he got the usual service expected from a government office. He wants the staff members commended for exhibiting non typical public service. he says that it is very unusual to be treated so helpfully.

Suggestions: None