



**Complaints, Compliments and Suggestions**

**January 2010**

**Formal (Written) Complaints:**

<b>Date Received</b>	<b>Details of Complaint</b>	<b>Date Reply Issued</b>	<b>Outcome</b>	<b>Complaint Upheld</b>	<b>Deadline for Response Met</b>
11/01/2010	Complaint threatening and intimidating nature of the evidence provision letters and process	12/01/2010	Letter issued explaining procedures and apologising for not receiving first letter.	Yes	Yes
28/01/2010	Complaint regarding the canvass form and his name not being in Irish	04/02/10	Response explained that canvass forms are the standard form and that we cannot select electors who have used an Irish form. Also that our system does not permit entering names in Irish script.	No	Yes

**Informal (Verbal) Complaints:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Complaint</b>	<b>Outcome</b>
18/01/2010	Helpline Officer	Caller thought the letter to her 16 yr old daughter requesting evidence, was a bit strong.	Apologised & told her it would be treated as an informal complaint.
25/01/2010	Belfast AEO	Alistair McDonnell did not receive his mini canvass form in 2622 until 20/01/10. He wants to know what caused the delay and how many homes this delay affected?	Emailed to inform the dateline of dispatch and that reminders would be issued.

**Compliments:** None.

**Suggestions:**

<b>Date Received</b>	<b>Details of Suggestion</b>	<b>Outcome</b>
28/01/2010	On registration form under Your Details section, it was suggested:  First Names Middle Names  Instead of:  First Names (in full)	Agreed. Registration form amended.