



## **Complaints, Compliments and Suggestions**

**July 2008**

## Formal (Written) Complaints - July 2008

| Date Received | Details of Complaint                     | Date Reply Issued | Outcome  | Deadline for response met |
|---------------|--|-------------------|--|---------------------------|
| 01/07/08      | CSA letter.                              | 17/07/08          | Letter issued confirming no confidential data received.                                | Yes                       |
| 04/07/08      | Wording of registration evidence letter. | 08/07/08          | Letter issued explaining process and apologising for any upset                         | Yes                       |
| 04/07/08      | Wording of registration evidence letter. | 08/07/08          | Letter issued explaining process and apologising for any upset                         | Yes                       |
| 07/07/08      | CSA letter.                              | 10/07/08          | Letter issued explaining process and security of data.                                 | Yes                       |
| 09/07/08      | CSA letter.                              | 10/07/08          | Letter issued detailing legislation permitting CEO to delegate tasks to third parties. | Yes                       |

## Informal (Verbal) Complaints – July 2008

| Date Received   | Details of Complaint  | Outcome  |
|-----------------|---|--|
| 03/07/08        | Forms received in unsealed envelope.  | Explained that forms had been delivered by a Canvasser and not posted out. |
| 03/07/08        | Registration evidence letter.   | Explained the registration process.  |
| 04/07/08        | Threatening nature of evidence letter and subsequent rejection letter.  | Explained why evidence required.   |
| 08/07/08        | Registration evidence requirements.   | Explained why evidence required.   |
| 23/07/08        | Driver's licence and birth certificate lost   | Items returned 30/05/08 – referred to Royal Mail.                          |
| 24/07/08        | Stated that he was advised by the Helpline that an electoral identity card could be issued in 10 days in time for his flight. | Advised that this was not the case.  |
| Throughout July | Various customers complained about overwhelming heat in Belfast Office counter area.  | Issue referred to Management Board.  |

## Compliments – July 2008

| Date Received | Verbal/Written | Details of Compliment  |
|---------------|----------------|--|
| 31/07/08      | Written        | Thank you for adding historical election results to website – very useful for researchers. |

## Suggestions – July 2008: None