



## **Complaints, Compliments and Suggestions**

**June 2008**

## Formal (Written) Complaints - June 2008

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
02/06/08	CSA letter and information received by EONI.	02/06/08	Further information requested – no reply received.	Yes
02/06/08	Registration evidence requirements.	03/06/08	Letter issued explaining reasons behind evidence requirements.	Yes
05/06/08	CSA letter and information received by EONI.	06/06/08	Further information requested – no reply received.	Yes
05/06/08	Excessive paper with communication.	10/06/08	Letter issued explaining process – additional forms required to help keep register comprehensive and accurate.	Yes
09/06/08	Council having to purchase electoral register.	13/06/08	Letter issued explaining legislation regarding access to and purchase of the full register.	Yes
12/06/08	CSA letter and threat of prosecution.	19/06/08	Further information requested – no reply received.	Yes
16/06/08	Registration evidence requirements and level of service from local office	24/06/08	Further information requested – no reply received.	Yes

## Informal (Verbal) Complaints – June 2008

Date Received	Details of Complaint	Outcome
04/06/08	Inaccuracy of CSA information.	Explained that EONI does not have resources to check CSA data before letters issued.
12/06/08	Customer upset by tone and content of rejection letter.	Comments forwarded to HQ.
12/06/08	Customer upset by tone and content of rejection letter.	Requirements explained.
20/06/08	Tone of CSA letter and inaccuracy of information.	Explained that EONI does not have resources to check CSA data before letters issued.

**Compliments – June 2008: None**

**Suggestions – June 2008: None**