



## **Complaints, Compliments and Suggestions**

**June 2009**

## Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
02/06/2009	Complaint about ballot paper missing from his postal vote pack.	03/06/2009	letter from DB agreeing to re-issue postal vote.	Yes
02/06/2009	Complaint about the inclusion of Derry in his address	03/06/2009	Letter sent explaining use.	Yes
04/06/2009	Complaint about polling station.	29/06/2009	Letter issued explaining why allocated to that polling station.	No (due to delay in forwarding email to Area Office).
08/06/2009	Found he was not registered when he went to vote	11/06/2009	Advised customer that they were removed because they did not respond to NINO letter deadline. I enclosed a new registration form.	Yes
08/06/2009	Location of polling station and distance to travel	09/06/2009	Letter from AEO agreeing to consider request	Yes
08/06/2009	Deployment of Poll Clerks in West Belfast	17/06/2009	Letter of response issued.	Yes
08/06/2009	Refusal to accept Irish Photographic Driving Licence at Polling Station	10/06/2009	Two letters issued in response to two letters received in relation to current legislation and a consideration of appropriate future amendments.	Yes
09/06/2009	Poll Clerk inefficiency	11/06/2009	Replied to customer advising that I had spoken to the clerk and am assured that she was doing her job properly. (NB she did not tell him what he says - she said that the poll card would be useful).	Yes
10/06/2009	Complaint requesting registration form as he was turned away at polling station.	10/06/2009	Registration form issued.	Yes
10/06/2009	Complaint about Verification environment	15/06/2009	Explanation of legislation about timings and apology for temperature of hall and food areas.	Yes
10/06/2009	Complaint about Poll Clerks	01/07/2009	letter issued.	Yes

11/06/2009	Complaint that son was not on register	23/06/2009	Explained that he was too young in autumn 2006 and was not eligible until the following year. He has been added to the register.	Yes
11/06/2009	Complaint re. access to polling station.	23/06/2009	Letter issued explaining that problem was due to delay in completion of building works at the school.	Yes
15/06/2009	Complaint about Photo ID for election – discriminatory.	17/06/2009	Letter explaining the legislation issued.	Yes
15/06/2009	Complaint about special poll clerks.	09/07/2009	Letter issued.	No
17/06/2009	Complaint about advertising of postal votes.	18/06/2009	Referred to Electoral Commission	Yes
18/06/2009	Complaint about behaviour of Presiding Officer at polling station in Crossmaglen.	19/06/2009	Apology letter from AEO.	Yes
18/06/2009	Complaint about behaviour of Presiding Officer at polling station in Crossmaglen.	19/06/2009	Apology letter from AEO.	Yes
18/06/2009	Complaint about behaviour of Presiding Officer at polling station in Crossmaglen.	19/06/2009	Apology letter from AEO.	Yes
18/06/2009	Complaint about behaviour of Presiding Officer at polling station in Crossmaglen.	19/06/2009	Apology letter from AEO.	Yes
18/06/2009	Complaint about behaviour of Presiding Officer at polling station in Crossmaglen.	19/06/2009	Apology letter from AEO.	Yes
19/06/2009	Complaint regarding the non-delivery of poll cards	29/06/2009	Letter issued in response.	Yes
24/06/2009	Complaint about special poll clerks	29/06/2009	Letter issued in response.	Yes
25/06/2009	Complaint about special poll clerks.	29/06/2009	Response letter issued.	Yes
26/06/2009	complaint about her ID being refused at polling station	08/07/2009	Legislation relating to identification documentation at polling stations explained.	Yes
30/06/2009	Complaint about Annex F letter sent to parent	02/07/2009	Letter issued explaining registration procedure.	Yes

**Informal (Verbal) Complaints:**

None.

**Compliments:**

Date Received	Received By	Details of Compliment
04/06/2009	Helpline Assistant	"You are doing a grand job."
09/06/2009	CEO	Thank you for time and assistance during election count.
18/06/2009	Information Officer	"Thank you so much for your prompt reply sending the stats this morning - we are most grateful!! You are a gem."

**Suggestions:**

Date Received	Received By	Details of Compliment	
01/06/2009	Helpline Assistant	The presence of other polling stations on a poll card can be misleading to anyone who is not familiar with the area	Recorded.
01/06/2009	Helpline Assistant	There should be advertising in place to inform people they do not actually need a poll card to place a vote	Recorded.