



Complaints, Compliments and Suggestions

March 2010

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Acknowledgement Met	Deadline for Response Met
19/03/2010	Complaint re office closures	22/03/2010	Response acknowledges the inconvenience caused and informs him that it was for essential staff training and that the notice was on the website and on the doors. I advised him that in future we will notify any proposed closures in our evidence requests	Yes	Yes	Yes
19/03/2010	Complaint re proof of NINO and tone of e letter	24/03/2010	Response explained the reason for the requirement to prove NINO and the reason for the strength of the letter	No	Yes	Yes
26/03/2010	Complaint re refusal to accept deed poll	31/03/2010	Response explained reason why we did not accept uncertified deed polls	No	Yes	Yes

30/03/2010	Complaint about her aunt's missing marriage cert	01/04/2010	Confirmed that after a thorough investigation i could ensure her that we did not receive the cert	No	Yes	Yes
31/03/2010	Complaint re. lack of notice about Belfast Office closure and misinformation at door from 2nd floor staff.	05/04/2010	Apologised for misunderstanding as a result of information received over the intercom and advised that in future Belfast Office would inform customers when requesting evidence of any pending office closures.	Yes	Yes	Yes

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
30/03/2010	AEO Banbridge	Complaining about the address on his and his son's addendums being in English and the punctuation being missing from his name	Explained that our computer system did not allow for the punctuation and that the address was held on in a datasource and not typed in specifically for him.

Compliments:

Date Received	Received By	Details of Compliment
08/03/2010	Belfast Office	Thanks to Elizabeth for her welcome and service at the Belfast counter when she arranged for the group from a special school to come in to register and obtain ID cards.
16/03/2010	Omagh Office	Called into office to thank Michelle for her assistance in getting her son's ID Card sorted out. Card was received within a few days of her visit and her son was delighted and commented on the efficiency of the office.

Suggestions: None