



**Complaints, Compliments and Suggestions**

**May 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 Acknowledgement Met</b>	<b>Deadline for Response Met</b>
04/05/2010	Complaint about the short time available to apply for an AV vote	06/05/2010	Email sent, explaining that EONI only applies the law	No	Yes	Yes
04/05/2010	Complaint about the short time available to apply for an AV vote	06/05/2010	Email sent, explaining that EONI only applies the law	No	Yes	Yes
04/05/2010	Complaint that she did not receive AV forms when requested from the Helpline	12/05/2010	Letter of explanation and apology sent	No	Yes	Yes
05/05/2010	Complaint that she did not have enough time to register before the deadline	12/05/2010	Letter explaining that EONI only applies the law	No	Yes	Yes
05/05/2010	Complaint about the way his name was put on his poll card	20/05/2010	Letter explaining format surname/forename is used by EONI and no other complaints received.	No	Yes	Yes
05/05/2010	Complaint about Sinn Fein election posters in South Belfast	06/05/2010	Email sent explaining it is the Planning Service that is responsible	No	Yes	Yes
05/05/2010	Complaint that her deceased mother received a poll card	20/05/2010	Letter sent apologising that mothers name was not removed from register and confirming now removed.	Yes	Yes	Yes

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06/05/2010	Complaint that she posted her and her husband's AV application on 13 April. Her husband's was received and processed but hers was not.	11/05/2010	Letter sent explaining her application was received after the deadline. Her husband's was received before the deadline	No	Yes	Yes
06/05/2010	Complaint about not being able to register in time for the Election at the N'Ards Office	20/05/2010	Email issued apologising for forms not being processed due to volume of work in Area office.	No	Yes	Yes
06/05/2010	Complaint that he requested AV forms but never received them	12/05/2010	Letter of explanation and apology sent	No	Yes	Yes
06/05/2010	Complaint about the relocation of his polling station	12/05/2010	Letter of explanation re allocation of polling stations sent	No	Yes	Yes
06/05/2010	Complaint about her Smartpass ID being refused for the Castlereagh by-election but accepted for the Parliamentary election	11/05/2010	Email sent, explaining that EONI only applies the law	No	Yes	Yes
10/05/2010 24/05/2010	Complaint about being denied the right to place their vote in the Ballot Box Further correspondence re complaint	12/05/2010 27/05/2010	Letter sent, possible explanations as to why this happened offered. Apologised for her distress. Further letter to explained about tendered ballot papers	No	Yes	Yes
10/05/2010	Complaint that the Half Fare Smartpass was not allowed as a Form of Identity	11/05/2010	Email sent, explaining that EONI only applies the law	No	Yes	Yes

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10/05/2010	Complaint that his UK national Identity card was not allowed as proof of identity to vote	11/05/2010	Email sent, explaining that EONI only applies the law	No	Yes	Yes
10/05/2010	Complaint that her registration form was not processed in March/April and she could not vote	01/06/2010	Letter sent advising that forms received but that requested supporting evidence had not been received.	No	Yes	Yes
10/05/2010	Complaint that her deceased husband received a poll card	24/05/2010	Letter sent apologising that deceased husband's name was not removed from the electoral register. Confirmation given that name now removed	Yes	Yes	Yes
10/05/2010	Complaint that his registration application was rejected	01/06/2010	Letter sent advising that full name is a legislation requirement.	No	Yes	Yes
10/05/2010	Complaint about location of her polling station	13/05/2010	Letter of explanation re allocation of polling stations sent	No	Yes	Yes
11/05/2010	Complaint about location of his polling station	13/05/2010	Letter of explanation re allocation of polling stations sent	No	Yes	Yes
11/05/2010	Complaint that she could not vote - EU Citizen	12/05/2010	Letter sent explaining that EONI only applies the law	No	Yes	Yes
11/05/2010	Complaint about the behaviour of a poll worker	12/05/2010	Letter of apology sent	Yes	Yes	Yes

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11/05/2010	Complaint about flags at Polling Station	12/05/2010	Letter of explanation about EONI's position of flags sent	No	Yes	Yes
11/05/2010	Complaint about location of her polling station	13/05/2010	Letter of explanation re allocation of polling stations sent	No	Yes	Yes
11/05/2010	Complaint about election posters	13/05/2010	Letter of explanation sent	No	Yes	Yes
11/05/2010	Complaint about the addresses on his poll card	13/05/2010	Letter sent, assuring part of address would be changed.	No	Yes	Yes
12/05/2010	Complaint about location of their polling station	13/05/2010	Letter of explanation re allocation of polling stations sent	No	Yes	Yes
12/05/2010	Complaint about not receiving his electoral ID card	03/06/2010	Letter explaining that photographic evidence required for postal ID application. Further form enclosed	No	Yes	Yes
12/05/2010	Complaint about not being allowed to vote as she is from New Zealand	20/05/2010	Letter explaining that forms of ID acceptable is set out in legislation	No	Yes	Yes
12/05/2010	Complaint that she was given out incorrect information about her registration	03/06/2010	Letter sent apologising that information not given on registration process/deadlines	Yes	Yes	Yes

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12/05/2010	Complaint about location of her polling station	20/05/2010	Letter sent explaining allocation of polling stations and suggestion she apply for permanent postal vote	No	Yes	Yes
12/05/2010	Complaint re unapproved postal vote application	12/05/2010	Explained the reason for the refusal	No	Yes	Yes
13/05/2010	Complaint about location of their polling station	20/05/2010	Letter sent explaining allocation of polling stations and suggestion they apply for permanent postal vote	No	Yes	Yes
13/05/2010	Complaint re being transferred before election	13/05/2010	Explained the process and apologised for the inconvenience caused	No	Yes	Yes
13/05/2010	Complaint that he requested AV forms but never received them	21/05/2010	Letter of apology sent	No	Yes	Yes
13/05/2010	Complaint that he was already marked of as voting when he went to vote	20/05/2010	Letter of apology issued	Yes	Yes	Yes
14/05/2010	1. Complaint that she did not get an AV vote and could not vote 2. Further comments received on copy of response issued by ACEO(E) on 20 May	20/05/2010 28/05/2010	1. Letter explaining that EONI only applies the law and suggestion that she apply for a permanent postal vote 2. Letter issues explaining case reviewed and outlined appeals procedure	No	Yes	Yes

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14/05/2010	Complaint about Sinn Fein polling agents	21/05/2010	Letter explaining EONI's position on party election staff	No	Yes	Yes
17/05/2010	Complaint about the location of their polling station	21/05/2010	Letter sent explaining allocation of polling stations and suggestion they apply for permanent postal vote	No	Yes	Yes
18/05/2010	Complaint about the location of their polling station	21/05/2010	Letter sent explaining allocation of polling stations	No	Yes	Yes
18/05/2010	Complaint about registration procedures	07/06/2010	Letter explaining late registration evidence requirements and use of DWP database.	No	Yes	Yes
18/05/2010	Complaint that he did not receive his requested AV form	20/05/2010	Letter explaining that the AV application sent to him was returned by Royal Mail	No	Yes	Yes
18/05/2010	Complaint about the way she was treated when she was late for her role as a count assistant at Lagan Valley Centre	20/05/2010	Letter of apology sent and assurance she can apply for future electoral work	No	Yes	Yes
18/05/2010	Complaint that his postal vote was sent to the wrong address	20/05/2010	Letter of apology sent	Yes	Yes	Yes

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19/05/2010	Complaint about the poll clerk telling in how to fold her ballot paper	21/05/2010	Letter of explanation sent re why she was requested to fold her ballot paper a certain way	No	Yes	Yes
19/05/2010	Complaint about her uncle being denied his vote as he had none of the acceptable ID documents	21/05/2010	Letter sent explaining the law	No	Yes	Yes
20/05/2010	Complaint about the attitude of Helpline Agent	27/05/2010	Letter of apology sent	Yes	Yes	Yes
21/05/2010	Complaint that he was removed from the Register.	09/06/2010	Letter explaining that he had submitted registration forms for a new address. Registration forms and freepost envelope sent with letter.	No	Yes	Yes
24/05/2010	Complaint re polling agents	27/05/2010	Letter issued explaining the right for polling agents to be present at the poll	No	Yes	Yes
24/05/2010	Complaint re not being able to vote	09/06/2010	Letter apologising for our error. Complainant became a British citizen in April 09 - his records were not amended until 10 May 2010.	Yes	Yes	Yes
24/05/2010	Complaint relates to the response of her initial complaint at record - 2010/005212	25/05/2010	Letter sent advising of the law	No	Yes	Yes

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25/05/2010	Complaint that his daughter didn't receive Proxy vote	25/05/2010	Letter sent explaining situation	No	Yes	Yes
28/05/2010	Complaint about polling station location and constituency boundary	01/06/2010	Letter sent explaining responsibility	No	Yes	Yes
27/05/2010	Complaint about receiving BSO letter and letters relating to registration from the Belfast Office	01/06/2010	Letter sent explaining situation, what she still needs to do to register and an apology	Yes	Yes	Yes
28/05/2010	Complaint re his aunt not receiving her postal vote	01/06/2010	Letter sent explaining situation	No	Yes	Yes

**Informal (Verbal) Complaints:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Complaint</b>	<b>Outcome</b>
26/05/2010	Helpline Officer	Post office would not accept her electoral id card to enable her to buy savings stamps	Explained cards were issued for elections, suggested she complained to post office, and sent her a complaint form.

**Compliments:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Compliment</b>
13/05/2010	CEO Office	Impressed by the swift reply from CEO to her complaint sent just before the Election. Thanked him for his understanding letter.
14/05/2010	CEO Office	Thank you very much for the excellent cooperation during the election period and congratulations on successfully completing a very important election cycle!
25/05/2010	CEO Office	Thanks for professionalism of the EONI staff at the count centres during the recent Westminster elections. It was a considerable challenge to embrace counting through the night and it is a tribute to all involved that the work was completed, without a hitch. Several of my RTE colleagues remarked on the helpful and good-humoured nature of the service at the different centres and I had a similar experience in The King's Hall.

**Suggestions: None**