



## **Complaints, Compliments and Suggestions**

**May 2008**

## Formal (Written) Complaints - May 2008

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
06/05/2008	Complaint about the threatening and intimidating nature of the registration evidence letter and process.	19/05/08	Letter issued explaining reasons behind evidence requirements and nature of letter.	Yes
06/05/2008	Complaint about the threatening and intimidating nature of the registration evidence letter and process.	19/05/08	Letter issued explaining reasons behind evidence requirements and nature of letter.	Yes
09/05/08	Complaint about legality of evidence requirements.	16/05/08	Letter issued explaining reasons behind evidence requirements.	Yes
12/05/08	Complaint about registration evidence letter and its suitability for young people.	16/05/08	Letter issued explaining reasons behind evidence requirements and nature of letter.	Yes
12/05/08	Complaint about personal information being provided to EONI from unknown source.	16/05/078	Letter issued advising that data received from CSA and used to ensure accuracy of Register.	Yes
12/05/08	Complaint about aggressive tone of registration evidence letter.	12/05/08	Letter issued explaining reasons behind evidence requirements and nature of letter.	Yes
27/05/08	Complaint about EONI staff and registration evidence letter.	03/06/08	CEO requested additional information – no reply received. Matter later resolved at local Area Office.	Yes

## Informal (Verbal) Complaints – May 2008

Date Received	Details of Complaint	Outcome
06/05/08	Registration evidence requirements.	Requirements explained.
06/05/08	Registration evidence requirements.	Requirements explained.
06/05/08	Registration evidence requirements.	Requirements explained.
08/05/08	Registration evidence requirements.	Requirements explained.
08/05/08	Registration evidence requirements.	Requirements explained.
12/05/08	Registration evidence requirements and tone of evidence letter.	Requirements explained.
12/05/08	Accused EONI of discrimination due to nationality.	Explained that evidence requirements apply to everyone.
12/05/08	Difficulty of registering compared to GB.	Explained that legislation different in NI.
12/05/08	Threatening tone of evidence letter.	Advised that this was a standard letter.
14/05/08	Tone of evidence letter.	None

14/05/08	Accusation of harassment.	None
14/05/08	Tone of evidence letter.	Advised that letters are standard issue.
06/05/2008	Tone of evidence letter.	Explanation given.
21/04/2008	Tone of evidence letter.	Explanation given.
28/04/2008	Tone of evidence letter.	Explanation given.
29/04/2008	Tone of evidence letter.	Explanation given.
22/05/08	Tone of evidence letter and information received from CSA.	Explanation given.
08/05/08	Evidence sent in was not returned using same postal method.	Customer reimbursed for cost of postage.

### Compliments – May 2008

Date Received	Verbal/Written	Details of Compliment
09/05/08	Verbal	Customer went to Ballymena office to apply for electoral identity card – staff were brilliant.
09/05/08	Verbal	Thanked Helpline Assistant for explaining consultation process for Polling Station Scheme.

### Suggestions – May 2008: None