



Complaints, Compliments and Suggestions

May 2009

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
05/05/2009	Complaint about evidence requirements.	12/05/2009	Legislation relating to late registration explained. Encouraged to apply after 19th May and phone Helpline to discuss alternative documentation.	Yes
07/05/2009	Found it difficult to locate information on the website about standing as a candidate.	11/05/2009	Advised to contact Helpline if difficulty finding information on website.	Yes
13/05/2009	Daughter's driving licence not returned from MO check.	04/06/2009	Letter sent.	Yes
15/05/2009	Complaint about late registration evidence procedure and refusal of postal vote request.	27/05/2009	Explanation of new 'late registration' procedure - no postal vote permitted under the legislation.	Yes
21/05/2009	Complaint about the late registration process.	28/05/2009	Explanation of late registration timescale and requirements.	Yes
22/05/2009	Complaint about the late registration process.	28/05/2009	Explanation of legislation given.	Yes
27/05/2009	Complaint about not receiving an absent vote.	28/05/2009	Letter sent.	Yes
29/05/2009	Complaint about residency requirement and late registration evidence requirement procedure not being explained properly.	02/06/2009	Complaint 1: legal requirement Complaint 2: explained procedure.	Yes

Informal (Verbal) Complaints:

Date Received	Details of Complaint	Outcome
20/05/2009	Verbal complaint about MO letters received and the intent of the communication.	Tried to explain the overall objective of the MO letter, but Mr Carty did not wish to have an explanation - complaint form declined and I confirmed his complaint would be recorded.
26/05/2009	Rang to see why he hadn't received a postal vote, as he completed his form fully, also wanted to know if we had received his form and why couldn't I check to see if his form was in the office. Asked if there was any way to appeal this. Went on about refusing him his right to vote. Going to lodge an official complaint.	Explained that according to our system I could see that he hadn't been given an AV, I told him that the letters were being produced today re. rejections, I wouldn't give him my surname as he didn't need this. I informed him that he could attend his polling station. I thanked him for his call.
27/05/2009	Verbal complaint regarding the tone of evidence request letter received from Derry office.	Apologised if she found it offensive, explained it was automatically generated after a set time limit. She will bring her documents into Derry office.
28/05/2009	Unhappy that her polling station had been moved to another area	Apologised for the inconvenience and assured her the complaint would be noted.

Compliments:

Date Received	Received By	Details of Compliment
07/05/2009	Helpline Assistant	Caller thanked me for my kindness & consideration during her telephone call to us.
19/05/2009	Information Officer	Compliment re. speed of response to FOI request "Fastest FOI response I've ever had."
21/05/2009	Helpline Assistant	Thanked me for being so helpful.
21/05/2009	CEO	Thank you for meeting and presentations.

Suggestions:

None