



Complaints, Compliments and Suggestions

November 2008

Formal (Written) Complaints

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
11/11/2008	Complaint about EONI inviting press to join registration event at school without consulting Headteacher	13/11/2008	Apologised for oversight.	Yes
17/11/2008	Complaining that ministers of religion are not included on the evidence declaration list of eligible signatories.	28/11/2008	letter sent by email explaining eligible signatories	Yes

Informal (Verbal) Complaints

Date Received	Details of Complaint	Outcome
12/11/2008	Called to complain re evidence letter.	Advised she had to register and tried to ascertain when she might be able to obtain evidence - to no avail.
10/11/2008	Complaint about the Annex F letter & requisition.	Explained standard procedure when no response to first evidence request. Still not happy.
12/11/2008	Complaint about Annex F letter & requisition. Felt that a canvass was much more satisfactory than what we were now doing.	Explained it was standard procedure when no response to evidence request.
11/11/2008	Tone of Annex F letter & requisition	Explained procedure but still disgruntled.
13/11/2008	Tone of Annex F letter & requisition	Accepted it was standard procedure.
19/11/2008	Complaint about Annex F letter & requisition. Said did not receive 1st evidence letter. Felt the threatening tone and content of letter was unacceptable and that it constituted harassment. He has consulted his solicitor about the tone and content. He wanted complaint noted. Said that he worked for the Passport office and that we should not be asking people to send passports through the post. Will be consulting his solicitor again before deciding whether to send/bring documents in.	Explained it was a legal requirement to register and said we would send out complaint booklet for him to complete.

Compliments: None

Suggestions: None