



Complaints, Compliments and Suggestions

November 2009

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld?	Deadline for response met
23/11/2009	Complaint about registration harassment	27/11/2009	Letter explaining benefits of schools initiative sent and legislative requirement to provide information.	No	Yes
25/11/2009	Complaint about Evidence requisition letter	27/11/2009	Letter explaining registration system and reason for use of letter. Apologised for fact that letter was incorrectly addressed to maiden name.	Partially	Yes
30/11/2009	Complaint re. treatment received when visiting office to inspect election expenses.	03/12/2009	Apologised as Mr Lund should have been allowed to use the facilities when requested. Otherwise staff acted in a helpful and professional manner.	Partially	Yes

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
02/11/2009	Helpline Officer	Received rating letter. Feels letter is badly written, and there should be more detail on it to explain what to do if he is already registered at another address. Also the letter was to his holiday home.	Assured him that his informal complaint would be passed on to a higher level. Rates mail out consisted of short covering note/pictorial leaflet explaining Electoral Register/Freepost envelope.
09/11/2009	Helpline Officer	Letter to her late father was forwarded to her. Very unhappy about receiving this despite notifying the rates people before he died.	Complaint form issued.
30/11/2009	Helpline Officer	Threatening letter sent to his 16 yr old daughter.	Complaint form issued.

Compliments:

Date Received	Received By	Details of Compliment
23/11/09	Helpline Officer	Such a pleasure to speak to a happy person and many thanks for assistance and advice.

Suggestions:

None.