



## **Complaints, Compliments and Suggestions**

**October 2008**

## Formal (Written) Complaints

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
07/10/2008	Complaint about incorrect postcode on her address on register.	07/10/2008	Confirmed that the postcode had been amended on the register and apologised for the lack of response in the past.	yes
11/10/2008	Has received correspondence stating his address as Ligoneil when it should (according to complainant) be Clady.	15-Oct-08	Letter explaining the difference in address, ward, townland, constituency etc	yes
23/10/2008	Received NINO letter and his details from National Insurance helpline seem to have been lost - wants reassurance that correspondence is safeguarded against theft	27/10/2008	Advised that EONI could not be held responsible for NINO Helpline failure to issue confirmation of NINO or if their letter was lost in post. Asked complainant to contact NINO helpline again to obtain confirmation which could then be forwarded to us with registration form.	Yes
24/10/2008	Complaint via neighbour about the effect of the content of evidence letter on elderly recipient.	27/10/2008	Letter issued explaining procedures involved with regard to evidence requirements. Letter also explained that the lady concerned had already been added to the register.	Yes
31/10/2008	Complaint form received in post detailing that Helpline staff advised him that an ID card would be issued during a visit to the office.	04/11/2008	Call reviewed. Customer was not told that card would be issued at the counter. However, agreed that Helpline Officer had not dealt effectively with enquiry, apologised and advised that further training had been carried out.	Yes

## Informal (Verbal) Complaints

Date Received	Details of Complaint	Outcome
01/10/2008	Contacted the office in connection with a disallowed registration application. He also complained about the tone of the letters that were issued 22 Jul and 28 Sept.	I informed him of the timeline of the letters and that we had not received any reply from the applicant. I advised him that following feedback to the EONI the letters had been changed. I also advised that I would issue a new letter to the applicant and agreed to cc a copy to him.

01/10/2008	Received a second letter from the Electoral Commission asking him to register, though he has been on the register at his current address for 15 years. He felt it was a great waste of money.	I Informed him that his comments would be noted.
02/10/2008	Complaint about the series of letters seeking evidence and timescales given. First letter was dated 2 weeks before arrival date and gave no time to respond.	I explained procedure to her and apologised for post delay and she was satisfied with the outcome of her complaint.
14/10/2008	Complaint re the 2nd reminder letter sent. Felt it was extremely intimidating rather than informative.	Was grateful that her addition to the register would be confirmed in light of the tone of the letter
15/10/2008	Complaint re tone of letter from Omagh - (std letter for info).	Have sent her complaints booklet
16/10/2008	Complaint about receiving final canvass reminder when they had already responded to canvass. They received a letter even though the record showed "Y" on EROS	To be referred to ACEO (R) and IT Dept.
16/10/2008	Complaint about receiving final canvass reminder when they had already responded to canvass at beginning of October. Form was discovered in mail received in Belfast on 16/10/08 which had been received in HQ date stamped 03/10/08	Apology to elector and Information Services informed.
16/10/2008	Complaint about receiving final canvass reminder despite having been told "that he was on the register" by EONI staff. He also complained about the tone and wording of the letter. Said he was going to his MP.	M Carroll conducted an audit trail to ascertain the accuracy of complaint. In further discussion with the complainant it was revealed that the EONI staff he referred to was actually an SDLP party worker who had been dropping leaflets through doors. I advised the person to send in his registration form immediately to maintain his vote. He accepted this but reinforced the "unnecessary heavy handedness" of the reminder letter.
23/10/2008	Mr Wilson phoned the Helpline as he had received a Mini Canvass letter. He was told he need take no action. He has now received a letter telling him he will be removed from the Register.	Apologised. Advised that new staff were working on the helpline and assured him that further training would take place.
27/10/2008	Complaint about the threatening tone of the Annex F letter, (std letter) said she didn't receive any other letters requesting this information. Couldn't understand how Omagh AEO could sign his name to such a letter	Explained when the 1st letter was posted and that this was a follow up to that, offered to send her a compliant form, but didn't want to complete anymore forms and just wanted her compliant passed on to AEO. I assured her that I would pass this on.

27/10/2008	Phoned to complain about tone of Annex F letter and why a pensioner had to provide proof of DOB, very irate at having to provide this proof at his age and how this was legislated. He offered to send prescription letter from doctor and angry that this is not acceptable as evidence	Refused to send further evidence, wants this to continue to court. Didn't want a complaints pack sent out when offered. Has no birth cert + wont pay to get a new one just for the Electoral Office.
27/10/2008	Phoned on behalf of her neighbour (a 91 year old lady) who had received a rejection letter on Saturday morning. This caused the elderly lady much distress over the weekend. She had contacted a number of other agencies she was so annoyed. Could not understand if there had been a previous letter as the form she had returned was from the Commission and she was confused by the number of letters received.	Explained what evidence was required. She would explain to the lady. Correct evidence has been received this morning 29/10/08
03/11/2008	Mother phoned to complain about the tone of Annex F letter sent to son; said he didn't receive Annex E (1st). Attends school in Omagh and has been asked to attend I.D. unit there. Would like Omagh AEO to provide letter to say there will be no further action taken as regards this letter if a form is completed at CBS. Did not want to make a written complaint.	Suggested her son complete a registration form at CBS and assured the complaint would be passed on to AEO as requested by her.
31/10/2008	Complaint regarding registration form saying the form must be filled in by law or could face a fine, even though the registration form was with an Electoral Commission letter which he did not have to fill in.	Explained that the same registration form was used for all registration and apologised for the confusion.

**Compliments: None**

**Suggestions: None**