



**Complaints, Compliments and Suggestions**

**October 2010**

**Formal (Written) Complaints:**

<b>Date Received</b>	<b>Details of Complaint</b>	<b>Date Reply Issued</b>	<b>Outcome</b>	<b>Complaint Upheld</b>	<b>Deadline for Acknowledgement Met</b>	<b>Deadline for Response Met</b>
10/10/2010	Complaint about the tone of the Annex F letter	19/10/10	Reply sent explaining Annex F letter	No	Yes	Yes

**Informal (Verbal) Complaints:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Complaint</b>	<b>Outcome</b>
12/10/2010	Helpline	Complaint about how long it took receive an ID form from Omagh office to HQ and the time period for an ID card to be issued	Advised complaint may be made in writing.

**Compliments:**

<b>Date Received</b>	<b>Received By</b>	<b>Details of Compliment</b>
01/10/2010	Ballymena Office	Thanks for the attendance and success at the NRC Freshers Event

**Suggestions:  
None**