



## **Complaints, Compliments and Suggestions**

**September 2008**

## Formal (Written) Complaints

Date Received	Details of Complaint	Date Reply Issued	Outcome	Deadline for response met
01/09/2008	Complaint about CSA Letter	08/09/2008	Process explained. Apologised for any inconvenience	yes
01/09/2008	Complaint about CSA Letter	08/09/2008	Process explained. Apologised for any inconvenience	yes
15/09/2008	Complaint about threatening nature of evidence letter	16/09/2008	Process explained. Apologised for any upset.	yes
17/09/2008	Complaint about canvasser leaving forms in letter box and not pushing them through.	17/09/2008	Letter acknowledging complaint about forms sticking out of the letter box and unnecessary canvass & confirming that canvasser had been advised and that future training would reinforce this matter.	yes
22/09/2008	Complaint about the registration procedure	26/09/2008	Letter to applicant confirming she was now registered and responding in detail to each of her points regarding the reasons for the requirements. Also we acknowledged her complaint about the location map and advised that we had revised this and added opening times.	yes

## Informal (Verbal) Complaints

Date Received	Details of Complaint	Outcome
01/09/2008	Received CSA letter for his mother which he felt was threatening. His mother was deceased (still on register) he was very angry - I was able to calm him down a bit & told him I would make sure his mother was removed from register. Banbridge notified.	Notification sent to Banbridge re. his mother's registration. He seemed ok with my explanation.
05/09/2008	Complaint about evidence letter - said he had received this before and explained he had no bank statements or bills as he is freelance and everything is in his fiance's name. Wanted to speak to Chief Electoral Officer - advised I would send out another form with name and address on it and asked him to send it with birth certificate and would see what we could then do.	Form sent out as agreed.
05/09/2008	Complaint about evidence letter sent to her sister - sister is handicapped and filled in form when man visited house and she was alone. Checked register and found no one else registered but 5 people living there - explained to her she would also need to complete a form and sent forms for her and other sister.	Forms sent for other occupants

05/09/2008	17 yr old daughter received evidence letter which Mrs Arthur felt was 'ridiculous' - wanted to speak to someone about it.	Arranged to call Mrs Arthur on Monday morning when her local office opened in order that she could take the matter up with them (L'derry).
08/09/2008	Gentleman received 'final evidence' letter from Newtownabbey office which he finds "offensive - don't see why I should be held as a criminal".	Asked Newtownabbey to call Mr Leroux to discuss.
18/09/2008	Complaint about rejection letter - very offended at the tone and threat of fine. Had rung to try to speak to someone before (out of hours) and didn't leave a message. Unable to call in office but is now moving to England.	Sent out form to be completed for Ms Hill to be removed from Register
17/09/2008	Complaint regarding the procedure of calling out electors names at the polling station to inform the party representatives present. Felt it was humiliating and unnecessary.	Informed the gentleman his remarks would be recorded and taken on board.
19/09/2008	Complaint about tone and content of rejection letter.	Explained and advised that remarks would be recorded.
25/09/2008	Complaint regarding threatening & unnerving content of incorrect National Insurance Number letter.	Informed her the complaint would be taken onboard
26/09/2008	All focussed on the fact that in a period of 3 weeks they received 3 registration forms from the canvass, the CSA and an ECH form.	Form of words was set down: "We apologise for any inconvenience caused. The canvass is a one off pilot in your area and the ECH initiative is coming to an end. The CSA forms are despatched when you change your address details with your medical practitioner". We asked them to complete the canvass form as a priority.
26/09/2008	Complaining about the layout of the evidence requirement tick sheet and letter it isn't obvious enough that a transfer elector only has to return the letter they have now received	I re-assured her that this comment would be passed on.
26/09/2008	Complaining about the tone of the Rejection letter. His daughter received previous correspondence from EONI but is currently a student in France for 2 months brushing up on her French and therefore first letter was overlooked he commented that the letter didn't annoy him as he was a policeman for 20 years but others would certainly be frightened.	I told him I would pass his comments on.
29/09/08	Confusion about evidence requirements letter – didn't understand he could return the letter he had received to prove his address.	I assured him this was all he needed to do and advised that the letter was currently under review.

## Compliments

Date Received	Verbal/Written	Received By	Details of Compliment
24/09/2008	Verbal	Belfast Area Electoral Officer	Wanted her disabled daughter to have ID, but not able to bring her to the office or go to a chemist to get a photo taken. I made enquiries at N'Ards office and was able to confirm to her that her daughter would be included in an event later in the year where she would be registered and ID picture taken. She thanked me for coming back to her with a solution and to pass on her compliments to the organisation for holding such events.
25/09/2008	Verbal/Telephone	Belfast Registration Officer	Customer phoned to thank Belfast Area Electoral Officer for the professional and supportive way she had helped him achieve his registration and ID card. He wanted the office to know that the service was far above any service he had received by other government agencies in getting him back on track after a long and serious mental illness.

**Suggestions: None**