



Complaints, Compliments and Suggestions

September 2010

Formal (Written) Complaints:

Date Received	Details of Complaint	Date Reply Issued	Outcome	Complaint Upheld	Deadline for Acknowledgement Met	Deadline for Response Met
16/09/2010	Drumquin Polling Station 6/5/10 Incident	17/09/2010	Reply given explaining procedures	No	Yes	Yes
22/09/2010	Complaint that a lady disclosed that he had not been marked of the Register	04/10/2010	Letter asking for more information	-	Yes	Yes
20/09/2010	Complaint re house name and wording of Annex F letter	23/09/2010	Reply given explaining procedures	No	Yes	Yes
27/09/2010	Complaint about being asked to register at a second home	04/10/2010	Reply sent explaining residence requirements	No	Yes	Yes
24/09/2010	Complaint about Schools Initiative at Friend's School	29/10/2010 & 6/10/2010	Letter sent explaining Schools Initiative and answered questions outlined in letter of complaint	No	Yes	Yes

Informal (Verbal) Complaints:

Date Received	Received By	Details of Complaint	Outcome
02/09/2010	Helpline	Complaint about receiving BSO letter when going through an emotional time due to separation from his wife	Explained why BSO letter issued and that register details are that of place of residence. Advised to complete the form as he did not have date which he might move back. Complaints booklet issued.
06/09/2010	Helpline	Complaint about relatives in security forces details being provided to 192.com	Referred to CEO
09/09/2010	Helpline	Would not provide requested evidence to complete registration process, is aware that he may be prosecuted	Advised Omagh office that customer would not be providing the requested evidence and that he was aware of the fact that this may lead to prosecution. Omagh office will be sending further annex f letter in 21 days

Compliments:

None

Suggestions:

None