



**Complaints, Compliments and Suggestions**

**August 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> |
|----------------------|--|--------------------------|--|-------------------------|---|----------------------------------|
| 03/08/2010           | Complaint that he was registered at the wrong address and that his ID card was sent there. | 11/08/2010               | Letter of apology sent. Replacement ID card has been issued.                   | Yes                     | Yes                                     | Yes                              |
| 05/08/2010           | Tone of letter and inaccuracies of our letter.   | 05/08/2010               | Letter giving detail of E letter and enclosing copy and confirming compliance. | No                      | Yes                                     | Yes                              |

**Informal (Verbal) Complaints:**

| <b>Date Received</b> | <b>Received By</b> | <b>Details of Complaint</b>  | <b>Outcome</b>  |
|----------------------|--------------------|--|---|
| 16/08/2010           | Helpline           | His 90+ year old mother was upset by the tone of letter received stating she would be fined or imprisoned. | Apologised and issued a complaint form.   |
| 26/08/2010           | Helpline           | Complaint that BSO letter had address of Co. Derry rather than Co. Londonderry.                            | Explained that addresses are received directly from BSO and EONI does not have the resources to correct individual addresses on the database. |

**Compliments:**

| <b>Date Received</b> | <b>Received By</b>  | <b>Details of Compliment</b>  |
|----------------------|---------------------|---|
| 05/08/2010           | Newtownabbey Office | Very helpful and courteous and seen immediately on this and previous visit. |
| 05/08/2010           | Newtownabbey Office | Very friendly and helpful for information.                                  |

**Suggestions:**

| <b>Date Received</b> | <b>Details of Suggestion</b>  | <b>Outcome</b>                               |
|----------------------|---|--|
| 03/08/2010           | Translating comment cards into different languages to assess levels of customer satisfaction amongst foreign nationals. | Agreed. Information Officer to take forward. |