



ELECTORAL OFFICE FOR NORTHERN IRELAND

CUSTOMER CHARTER



CUSTOMER SERVICE EXCELLENCE

ELECTORAL OFFICE FOR NORTHERN IRELAND

CUSTOMER CHARTER

The key responsibility of the Electoral Office for Northern Ireland (EONI) is to support the Chief Electoral Officer for Northern Ireland in:

- having a complete and accurate register of electors
- running free and fair elections.

Our aim: to provide high quality service to all our customers in every area of our work

PERFORMANCE STANDARDS

1 Registration Applications

We will:

- 1.1 Acknowledge all initial applications for registration where further evidence is needed, and return any evidence provided, within 5 days of receipt.

2 Electoral Identity Card

We will:

- 2.1 Issue 95% of Electoral Identity Cards within 7 days, provided the applicant is listed on the electoral register and all the information on their application matches that given on their registration form.

3 Telephone calls and emails

We will:

- 3.1 Have 85% of calls answered by a staff member (rather than recorded message).
- 3.2 Identify ourselves by giving our name and the section in which we work.
- 3.3 Be polite and courteous.
- 3.4 Be helpful and provide customers with clear and accurate information.
- 3.5 Treat customers fairly and sensitively.

3.6 Respond to 95% of voicemail messages within 1 working day unless otherwise advised.

3.7 Respond to 95% of emails within 1 working day unless otherwise advised.

4 Attending to Callers

We will:

4.1 Attend to 95% of callers at any EONI location within five minutes (except during peak periods such as elections).

4.2 Wear name badges and identify ourselves.

4.3 Be courteous and helpful.

4.4 Present advice and information clearly and accurately.

4.5 Treat customers fairly and sensitively.

5 Complaints, Compliments and Suggestions

We will:

5.1 Acknowledge receipt of written complaints within three working days and issue a response within:

- 5 working days in the case of a stage 1 or stage 2 complaint; or
- 15 days for a stage 3 complaint.

5.2 Record and publish the number and type of complaints, compliments and suggestions.

5.3 Take any action required as the result of complaints and suggestions.

5.4 Publish details of action taken as a result of complaints and suggestions, what we have been unable to change and why.

5.5 Ask complainants if they were content with the way in which their complaint was handled.

WHAT WE EXPECT FROM OUR CUSTOMERS

- To treat staff and other customers with courtesy and respect.
- Not to abuse staff or other customers verbally or physically. If customers use any abusive or offensive language or behaviour towards our staff or other

customers, we will ask them to leave the building or end the telephone conversation. If they refuse, or if they use or threaten violence, we will call the police.

- Not to damage our premises, equipment or facilities

HOW TO CONTACT US

By post or in person:

Electoral Office Headquarters
St Anne's House
15 Church Street
Belfast BT1 1ER

By phone, fax or email:

EONI operates a central Helpline. Our staff will either deal with your call directly or transfer you to an Area Office if necessary.

You can contact us on:

Freephone: 0800 4320 712
Telephone: 028 9044 6688
Fax: 028 9033 0661
Textphone: 0800 3284 502

Email: info@eoni.org.uk
Website: www.eoni.org.uk

A Language Line service is available if you would prefer to communicate with us in a language other than English.

We welcome calls via Typetalk.

The Helpline is open from 9.00am to 5.00pm Monday to Friday. At all other times please leave your name and contact number and a member of staff will return your call within one working day.

There are seven Area Offices throughout Northern Ireland. Area Offices are open from 9.00am to 4.30pm Monday to Thursday and from 9.00am to 4.00pm on Friday.

Area Office	Constituencies
Derry/Londonderry Area Office 20(A) Queen Street Derry/Londonderry BT48 7EQ	Foyle East Londonderry
Ballymena Area Office 122 Broughshane Street Ballymena BT43 6EE	North Antrim Mid Ulster
Omagh Area Office 21 Kevlin Avenue Omagh BT78 1ER	West Tyrone Fermanagh and South Tyrone
Banbridge Area Office 52 Bridge Street Banbridge BT32 3JU	Upper Bann Newry and Armagh South Down Lagan Valley
Newtownabbey Area Office 1-3 Portland Avenue Glengormley Newtownabbey BT36 5EY	Belfast North East Antrim South Antrim
Newtownards Area Office 2(B) Regent Street Newtownards BT23 4LH	Belfast East Strangford North Down
Belfast Area Office 1st floor 15 Church Street Belfast BT1 1ER	Belfast South Belfast West