



ELECTORAL OFFICE FOR NORTHERN IRELAND

CUSTOMER CHARTER



CUSTOMER SERVICE EXCELLENCE

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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 Process all registration application forms and related correspondence within 5 working days of receipt.
- 1.2 Write to all applicants within 5 days to inform them either that their application has been successful or to request evidence.
- 1.3 Add to the Register within 6 weeks all applicants who have submitted a fully completed application form with the required evidence.

2 Electoral Register

We will:

- 2.1 Ensure copies of the relevant parts of current full Register are available upon request for inspection at each Area Electoral Office and that all the current full register is available at the Belfast Area Office.
- 2.2 Publish and supply the revised Register of Electors on 1st December each year.

3 Electoral Identity Card

We will:

- 3.1 Issue 95% of Electoral Identity Cards and replacement cards within 2 weeks, provided the applicant is listed on the electoral register and all the information on their application matches that given on their registration form.

4 Elections

We will:

- 4.1 Issue all absent votes within statutory deadlines prior to elections.
- 4.2 Issue poll cards to Royal Mail for delivery to electors within 10 days of the poll.
- 4.3 Within polling stations, provide a large-scale version of the ballot paper and a ballot paper template for visually impaired and other voters.
- 4.4 Provide training to all polling staff prior to elections.
- 4.5 Provide a special polling booth for voters with disabilities at each polling station.

5 Telephone calls and emails

We will:

- 5.1 Have 85% of calls answered by a staff member (rather than recorded message).
- 5.2 Identify ourselves by giving our name and the section in which we work.
- 5.3 Be polite and courteous.
- 5.4 Be helpful and provide customers with clear and accurate information.
- 5.5 Treat customers fairly and sensitively.
- 5.6 When transferring a call, tell the customer who they are being transferred to and stay on the line until they are transferred.
- 5.7 If the person is unavailable, give the customer the option of leaving a message on voicemail.
- 5.8 Respond to 95% of voicemail messages within 1 working day unless otherwise advised.
- 5.9 Respond to 95% of emails within 1 working day unless otherwise advised.

6 Correspondence

We will:

- 6.1 Acknowledge or provide a full response to 95% of correspondence within 5 working days of receipt.
- 6.2 If a response requires detailed research, send a full response within 20 working days.

- 6.3 Reply to correspondence using the language in which the customer has written to us.
- 6.4 Provide forms and information in alternative languages and formats upon request.

7 Attending to Callers

We will:

- 7.1 Attend to 95% of callers at any EONI location within five minutes (except during peak periods such as elections).
- 7.2 Wear name badges and identify ourselves.
- 7.3 Use the Language Line service to reply to customers in their own language.
- 7.4 Be courteous and helpful.
- 7.5 Present advice and information clearly and accurately.
- 7.6 Treat customers fairly and sensitively.

8 Customer and Stakeholder Consultation

We will:

- 8.1 Regularly consult customers to find out how satisfied or otherwise they are with our performance.
- 8.2 Monitor our performance targets against our published performance standards.
- 8.3 Consult stakeholders on any significant changes to our service and/or policies.
- 8.4 Publish consolidated results and improvements made as a result of consultation on our website and in Area Offices.
- 8.5 Regularly review our consultation methods to assess their effectiveness.

9 Complaints, Compliments and Suggestions

We will:

- 9.1 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.

- 9.2 Record and publish the number and type of complaints, compliments and suggestions.
- 9.3 Take any action required as the result of complaints and suggestions.
- 9.4 Publish details of action taken as a result of complaints and suggestions, what we have been unable to change and why.
- 9.5 Consider complaints fairly and impartially.
- 9.6 Deal with complainants professionally and in a sensitive and polite way at all times.
- 9.7 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

There are seven Area Offices throughout Northern Ireland:

| Area Office | Constituencies |
|--|--|
| Derry/Londonderry Area Office 20 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 |

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.

Staff will normally be available to take telephone calls during office hours (Monday to Friday 9.00 am to 5.00 pm). At all other times please leave your name and telephone number and a member of staff will return your call within one working day.