



**ELECTORAL OFFICE FOR
NORTHERN IRELAND**

CUSTOMER FEEDBACK REPORT

Q1 & Q2 2011

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1 INTRODUCTION

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 a high quality service to all our customers in every area of our work.

2 MEASURING LEVELS OF CUSTOMER SATISFACTION

The Customer Satisfaction Questionnaire is issued to customers who contact us by telephone or email and request a form or information to be sent out to them. The questionnaire helps us to assess whether we are meeting the following targets in our Customer Charter:

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.

3 CUSTOMER SATISFACTION QUESTIONNAIRE REPORT

3.1 Collated Results

Question	Yes	No	Total	% Yes
Did the person who dealt with your call identify themselves and the section in which they worked?	1308	19	1327	99
Were they polite and courteous?	1324	3	1327	100
Were they helpful and did they provide you with clear and accurate information?	1320	7	1327	99
Do you feel that you were treated fairly and sensitively?	1321	6	1327	100
If you left a voicemail message was it responded to within one working day?	35	8	43	81
If you contacted us by email did you receive a reply within one working day?	62	2	64	97

3.2 Compliments Received

Very good friendly service - many thanks.

The staff member was very pleasant and had a conversation with me and not too many take the time to do that these days.

I am satisfied and wish you all the best in 2011.

Everything was professional and done well for me - thank you.

Happy with the fast service.

I was surprised by the ease of using this service. If only all government agencies/services could be this uncomplicated.

Things are fine the way they are.

I filled in my form and posted it, I had left some details out and the form was sent back clearly highlighted as to where I needed to fill in. So completely satisfied. Cheers.

Keep up the good work everyone.

The staff were really helpful and treated me very well.

The lady that dealt with me was lovely.

Excellent.

It was a quick and easy to use service.

The girl who dealt with me was very nice and polite.

Very quick and helpful response. Thank you.

Very well dealt with, as a customer I am very satisfied.

I was absolutely delighted with the service I received, the girl I spoke with was really helpful. I was informing the electoral office that I had married and needed to make a name change on the register and a new ID card. The girl was so efficient and I had the form sent to me via post on Saturday. Many thanks for such an experience and pleasant staff.

I am happy with everything your service provided. Thank you.

No improvements needed.

Very good service.

Well done.

Everything seems ok to me.

All done courteously and expeditiously.

Service was very good could not ask for more. Thanks.

Good service.

Very good fast service and was treated very well.

Very good service.

I do not have any suggestions for the future - good job.

Keep up the good work.

I was very satisfied with the young man who helped me.

Very good service, couldn't fault it. Applied for my electoral card and it was sorted out and sent to me in a short time period.

All satisfactory.

Keep up all the hard work. Thanks.

You get my vote.

In early 2010 I called into the office to advise a change of address, the person was courteous and I didn't have to repeat any of the details. All was dealt with quickly and efficiently from my point of view. I cannot fault the way in which my query was dealt with.

In my personal judgement everything was dealt with - I left with no questions unanswered.

I was very satisfied with the service I received.

Friendly and approachable.

Keep up the good work everyone.

Dealt with a very pleasant lady on the phone, very helpful and I received this letter the next day. Great service, many thanks.

Everything is fine the way it is.

Please don't change a thing it works very well, you all do a very good service on behalf of myself. Thank you.

Very pleased with service - all information received quickly and correctly.

I was treated very well and fairly and they were very polite. The women and man were very helpful.

Everything was good.

Found the service very good and helpful.

The young lady could not have been nicer, she was lovely.

Keep doing what you are doing – no problems.

Very helpful and efficient.

The individual I dealt with answered my query very quickly and was extremely helpful.

Was happy with the person who dealt with me.

Very good and efficient - no complaints.

Very fast and efficient service when phoning to confirm change of address.

The gentleman I spoke with was extremely polite and courteous. He dealt with my enquiry in a professional manner and couldn't have been more helpful. I was very impressed.

Excellent service over the telephone. Thank you.

Everything was clear and efficiently dealt with.

I only rang yesterday and spoke with a lovely young man and the form arrived this morning - well done.

The lady I spoke with was very helpful.

The girl I spoke with was lovely and very quick to respond.

I found the service very helpful.

The service was highly satisfactory and the pre-addressed and prepaid envelope was also helpful too.

Very impressed with the service, prompt and hassle free throughout. Thank you.

Quite satisfied with the current situation.

The service was impressive. I emailed for a form and received it within two days. I am very happy with the service I received. Thank you.

I think the service is very satisfactory.

The staff had a very pleasant telephone manner.

Really pleased at how quickly my registration form was sent to my new address.

The girl that helped me was very helpful and very nice.

The information was slow arriving by post, the staff were very friendly via the telephone.

Excellent service, quick reply. I got the forms through the post within a couple of days.

Very efficient.

Service was very informative.

I had no problems I was happy with the help I got.

No improvements needed - good service provided.

Very good service.

No improvements very satisfied with the service provided.

Very good service.

I was quite happy with the way my application was handled.

A very helpful service.

I spoke to one of your assistants on election day, I am sure she was inundated with calls that day but her telephone manner was impeccable. Despite not knowing when I was last registered etc, she patiently searched a number of addresses for me as well as searching under my NI number. When it transpired that I was not registered she forwarded me the relevant documents and received them within two days. I was very satisfied.

Very efficient and helpful.

Prompt reply.

The lady I spoke with was very helpful and courteous.

I emailed only a couple of days ago and the response was very quick, I received the application form promptly and the self addressed freepost envelope is also very beneficial. Thank you.

Service is excellent. Thank you.

Glad to say for once phoning a government department and getting a nice helpful person is great. Well done.

Very pleasant and helpful man. Received form within 2 days. Thank you.

Very good service, my call was answered straight away. The advisor was very friendly and the relevant documentation arrived the next day. Very impressive for what I am sure can be a very busy office! Many thanks.

3.3 Comments Received

There is not good communication between electoral offices. My information was not properly documented by the Belfast office and I can't understand why that happened.

We were unable to register immediately as we were away over Christmas and New Year. Unfortunately this produced a threatening reminder, we are happy to vote but thought registration was voluntary.

I would just like to add that this replacement card is not because I lost my old one - I never received it. I was in your office and filled in the form and had my photo taken. You sent me a letter to return to yourselves - I returned this in person to your office. the gentleman behind the desk told me that everything was done and that I would receive my card around the end of January. I never received the card, I have enclosed another form sent to me and hope now I will get my card.

I was approached by people who vaguely identified themselves as Sinn Fein. I applied directly by post to the electoral office and felt it an unwelcome intrusion to be approached by a party rather than a government official.

More privacy should be allowed at the polling booth.

I was registering myself, my son and my husband as we moved to a new home. The information sent regarding identifying ourselves was not clear and we had to bring five different forms of identification.

Forename and surname already printed on the electoral registration form. My form was returned in order for me to add my middle name which was not asked for in the first place! The web address on the bottom of the letter is also wrong - electoralofficeni.org.uk doesn't exist, electoralofficeni.gov.uk & eoni.org.uk do exist.

Ask receptionist to be a bit less sharp - male didn't get his name.

How did you lose my details in the first place?

3.4 Suggestions Received

In the original form there was a space for my forename and surname. There was no space for middle names and so I did not give any. The form was sent back to me asking for my middle name to be filled in but there was still no space for it. I recommend that the form be redrafted to ensure all names are included first time round.

If I had known that I could vote I would have registered sooner. There are a number of legal foreign countries who feel that they do not have the right to vote, this right should be made more public and proposed. Thank you.

Door to door introductions would be good so we know who we are dealing with. I have not physically seen anyone but the letters are very good and polite.

3.5 Summary of Results

Overall rate of Customer Satisfaction	96
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Compliments	88
Comments	9
Suggestions	3

4 CUSTOMER COMMENT CARD REPORT

Comment cards are made available in Area Electoral Office reception areas. Comment cards help us to assess whether we are meeting the following targets in our Customer Charter:

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.

Comment Card feedback is collated by office:

4.1 Ballymena Area Office

Number of comment cards	39
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Purpose of visit:

Registration	17
Electoral Identity Card	22
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	39	0	100
Did someone attend to you at the counter within 5 minutes?	39	0	100
Did staff wear name badges to identify themselves?	39	0	100
Were staff courteous and helpful?	39	0	100
Were you provided with clear and accurate information?	39	0	100
Were you treated fairly and sensitively by staff?	39	0	100
Overall rate of satisfaction			100%

Compliments Received:

Staff were very polite and extremely helpful.

All made for pleasant and simple experience.

Excellent Staff.

Very efficient.

Staff are extremely helpful.

The staff are really helpful.

More than helpful.

Very helpful and considerate.

Very helpful.

Very good reception and helpful.

Staff are great, nice and very helpful.

Great staff can't complain at all.

4.2 Banbridge Area Office

Number of comment cards	0
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4.3 Belfast Area Office

Number of comment cards	17
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Purpose of visit:

Registration	8
Electoral Identity Card	9
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	17	0	100
Did someone attend to you at the counter within 5 minutes?	16	1	94
Did staff wear name badges to identify themselves?	17	0	100
Were staff courteous and helpful?	17	0	100
Were you provided with clear and accurate information?	16	1	94
Were you treated fairly and sensitively by staff?	17	0	100

Overall rate of satisfaction	98%
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Compliments Received:

When staff were informed of my circumstances, Kieran excelled in quick and helpful action. A rarity in today's bureaucracy. No suggestions for improvement needed.

Very courteous and helpful - enjoyed the friendly conversation with Nicola and Kieran.

Very helpful and friendly - much appreciated!!

VG service.

Extremely helpful.

Most helpful staff. Great service. Well done.

Good service.

Prompt and efficient.

VG staff.

Helpful and kind staff.

Suggestions Received:

I want to have my proxy vote application checked as I am leaving the country very soon, the staff told me they could not do so, I did not expect a decision on the spot as goes without saying, but I did not think that it was unreasonable to ask that I had at least completed the right parts of the form, signed in the right place etc. I overheard the policy had changed as a result of a meeting that morning I suggest you change it back.

Better signage at front door.

4.4 Derry/Londonderry Area Office

Number of comment cards	138
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Purpose of visit:

Registration	34
Electoral Identity Card	67
Other	37

Question	Yes	No	% Yes
Were you able to find and access this office easily?	136	2	99
Did someone attend to you at the counter within 5 minutes?	137	1	99
Did staff wear name badges to identify themselves?	137	1	99
Were staff courteous and helpful?	138	0	100
Were you provided with clear and accurate information?	138	0	100
Were you treated fairly and sensitively by staff?	138	0	100
Overall rate of satisfaction			100%

Compliments Received:

<p>Very good.</p> <p>Very helpful.</p> <p>Very helpful.</p> <p>Very pleasant.</p> <p>First class and helpful.</p> <p>Very quick and helpful.</p> <p>Staff are very helpful especially Linda.</p> <p>Quick and efficient service provided.</p> <p>Great service.</p> <p>Very good.</p> <p>Very nice service which was very helpful.</p> <p>Very good staff.</p> <p>Everyone in the office was very helpful.</p> <p>Excellent service, staff deserve to be listened to and to be appreciated for the work they do.</p> <p>Had no problems easier than I thought.</p> <p>They were really helpful and sorted me out with a new card.</p> <p>Very helpful and fast service, good communication and well informed of what I</p>
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needed to do.

The staff were very helpful.

Very good.

Staff were helpful, polite and friendly.

Friendly and helpful.

Lovely polite receptionist.

Very good.

Everyone friendly and helpful.

Pleasant staff with a quick service.

Thank you for all your help it meant a lot.

Found the staff helpful and friendly.

Pleasant and friendly.

Friendly and supportive staff.

Quick and efficient.

Very polite and helpful, nice seating area.

Staff were extremely helpful and friendly.

Very nice lady helped me.

Efficient and effective service, helpful advice offered.

Excellent service.

Excellent service fast, friendly and efficient.

Helpful and friendly with good customer service.

Linda was very helpful.

Very helpful.

Prompt, efficient and friendly member of staff (Linda). Standard of service excellent.

Staff were helpful friendly and cooperative at all times.

Excellent friendly staff, helpful and efficient. On completion of form staff referred to me on first name terms and the business was completed without a fuss.

More than pleasant and helpful.

Staff were very good and helpful.

All staff were very helpful.

It seems to be an efficient office.

It is a good feeling to come into a government office and be treated as a person and not a number and also to be treated with courtesy and in friendly relaxed environment.

Warm friendly and helpful staff.

Professional and friendly.

The staff were very friendly.

Great establishment.

Very helpful.

Very helpful and gave clear instructions, explained what happens next clearly, found the service very helpful.

Very good customer service.

The Londonderry staff are polite, courteous and extremely efficient.

I was met by very respectful people, they have been very helpful.

Very good.

The staff were very helpful.

Satisfied and helpful.

Garrow is really nice.

Garrow is a gentleman.

Very good staff all very helpful.

Very quick service and very helpful.

Enjoyable.

Courteous staff.

Staff were more than helpful.

They were really helpful.

Staff are very friendly.
 Very quick and efficient.
 Very pleasant staff.
 Very pleasant, lovely office to visit, keep it up.
 Gr8 staff!!
 Friendly and quick.

Suggestions Received:

A few more signs on the door to help with directions would also be helpful.

4.5 Newtownabbey Area Office

Number of comment cards	6
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Purpose of visit:

Registration	1
Electoral Identity Card	5
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	6	0	100
Did someone attend to you at the counter within 5 minutes?	6	0	100
Did staff wear name badges to identify themselves?	6	0	100
Were staff courteous and helpful?	6	0	100
Were you provided with clear and accurate information?	6	0	100
Were you treated fairly and sensitively by staff?	6	0	100
Overall rate of satisfaction			100%

Compliments Received:

Awesome people - very friendly staff.
 Good courteous manner from staff. Totally satisfied with services being rendered.

Happy and helpful staff!

4.6 Newtownards Area Office

Number of comment cards	13
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Purpose of visit:

Registration	4
Electoral Identity Card	6
Other	3

Question	Yes	No	% Yes
Were you able to find and access this office easily?	13	0	100
Did someone attend to you at the counter within 5 minutes?	13	0	100
Did staff wear name badges to identify themselves?	13	0	100
Were staff courteous and helpful?	13	0	100
Were you provided with clear and accurate information?	13	0	100
Were you treated fairly and sensitively by staff?	13	0	100
Overall rate of satisfaction			100%

Compliments Received:

Helpful.

Very happy with the service.

Very helpful.

I was very satisfied with the service I received in your office, very helpful indeed.

Lovely people.

Staff excellent - very helpful.

Very helpful and quick to see me - very courteous.

Staff were very helpful and kind.

4.7 Omagh Area Office

Number of comment cards	6
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Purpose of visit:

Registration	1
Electoral Identity Card	1
Other	4

Question	Yes	No	% Yes
Were you able to find and access this office easily?	6	0	100
Did someone attend to you at the counter within 5 minutes?	6	0	100
Did staff wear name badges to identify themselves?	6	0	100
Were staff courteous and helpful?	6	0	100
Were you provided with clear and accurate information?	6	0	100
Were you treated fairly and sensitively by staff?	6	0	100
Overall rate of satisfaction			100%

Compliments Received:

Thanks for your help, happy with information and staff friendly.

Comments Received:

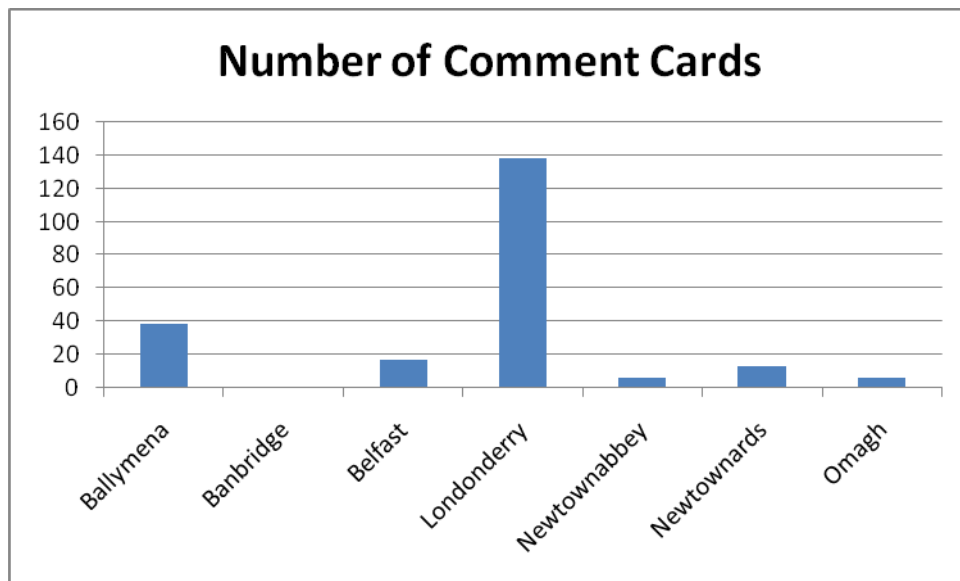
The staff in the Omagh office did not fully appreciate my feelings and would not explain why my father could not receive a postal vote.

4.8 Summary of Results

Number of comment cards per office:

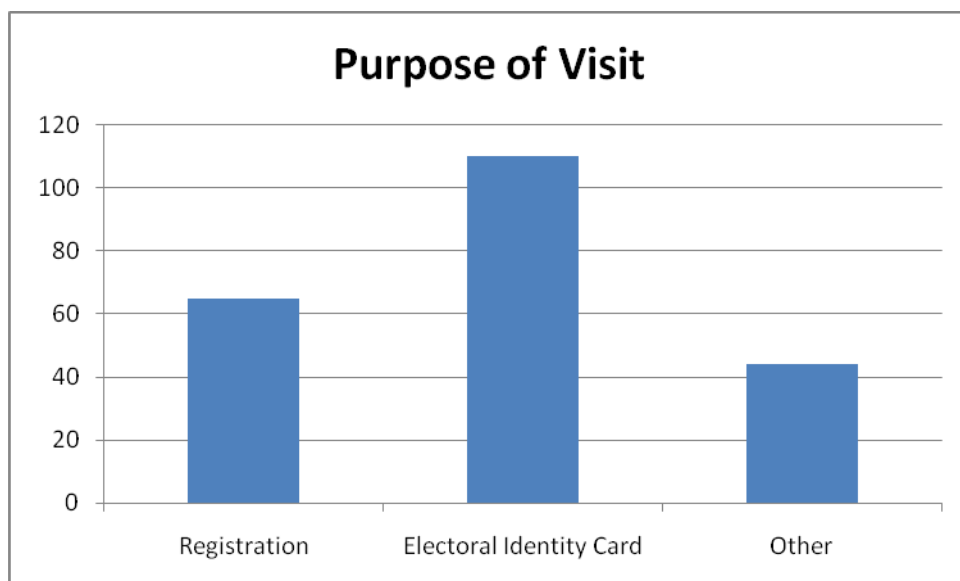
Office	Comment Cards
Ballymena	39
Banbridge	0
Belfast	17
Londonderry	138

Newtownabbey	6
Newtownards	13
Omagh	6
Total	219



Purpose of Visit:

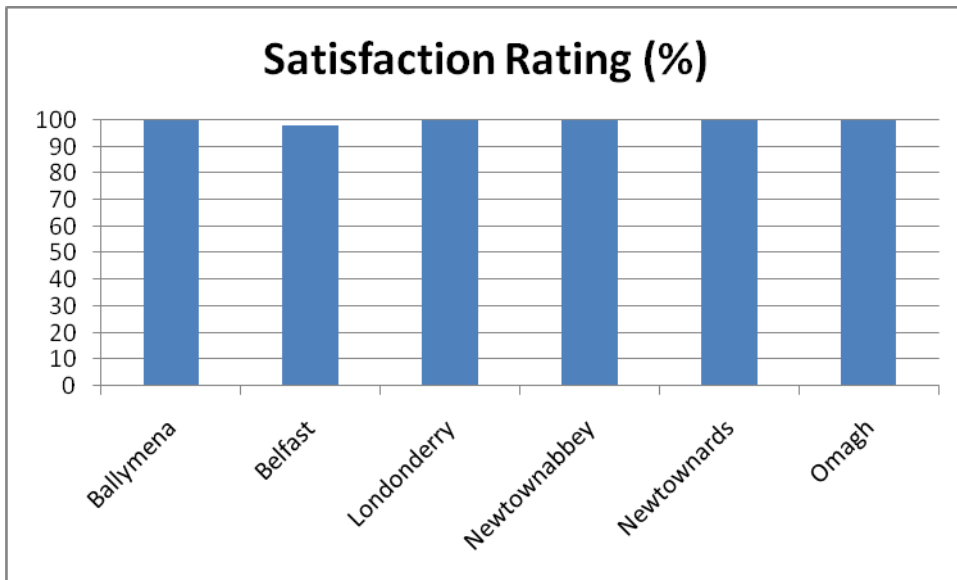
Purpose	Visits
Registration	65
Electoral Identity Card	110
Other	44
Total	219



Satisfaction Rating:

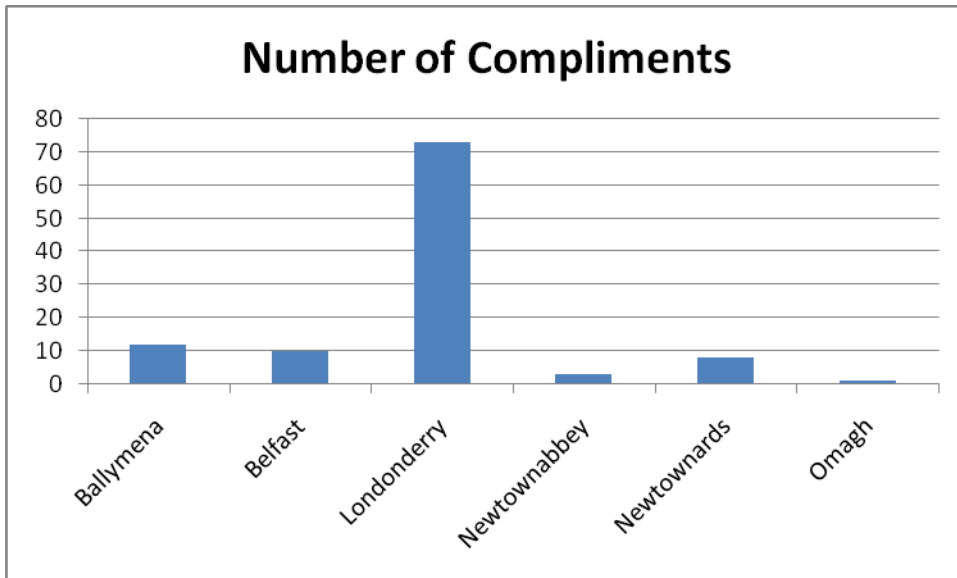
Office	Satisfaction Rating (%)
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Ballymena	100
Belfast	98
Londonderry	100
Newtownabbey	100
Newtownards	100
Omagh	100
Average	100%



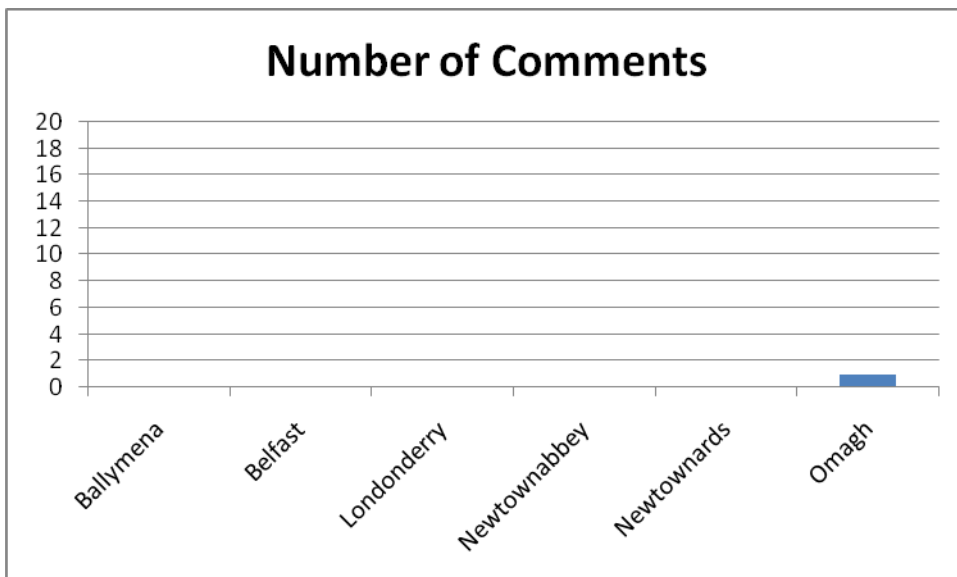
Number of Compliments:

Office	Compliments
Ballymena	12
Belfast	10
Londonderry	73
Newtownabbey	3
Newtownards	8
Omagh	1
Total	107



Number of Comments:

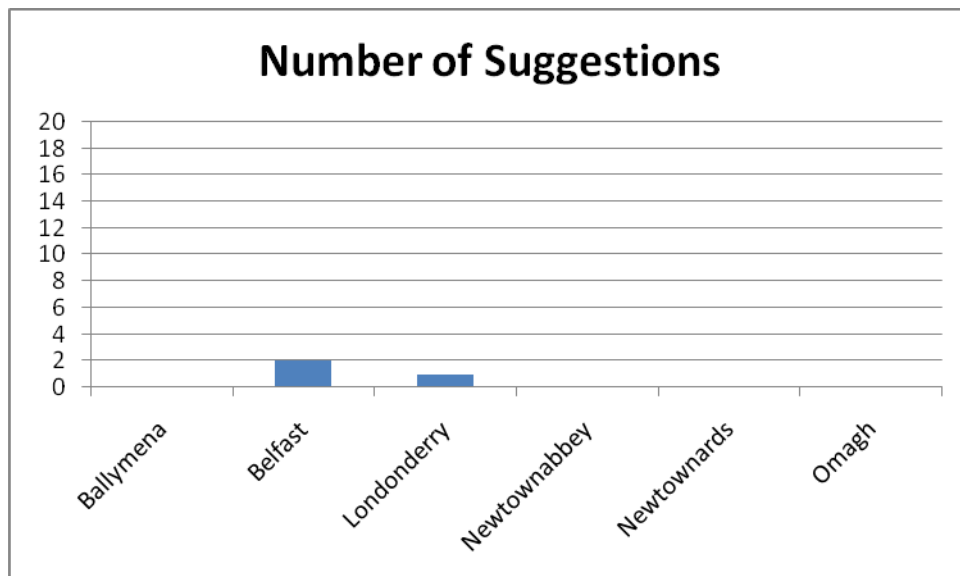
Office	Comments
Ballymena	0
Belfast	0
Londonderry	0
Newtownabbey	0
Newtownards	0
Omagh	1
Total	1



Number of Suggestions:

Office	Suggestions
Ballymena	0
Belfast	2

Londonderry	1
Newtownabbey	0
Newtownards	0
Omagh	0
Total	3



5 Elections and Referendum 5 May 2011 – Comment Card Report

Comment cards were made available in polling places at the elections and referendum on 5 May. The results are summarised below.

5.1 Collated Results

Number of comment cards received	1091
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Question	Yes	No	% Yes
Were you able to find and access this polling place easily?	1069	22	98
Did staff wear name badges to identify themselves?	1076	15	99
Were staff courteous and helpful?	1089	2	100
Were you provided with clear and accurate information?	1083	8	99
Were you treated fairly and sensitively by staff?	1087	4	100
Overall rate of satisfaction			99%

5.2 Summary of Compliments Received

Staff	229
Overall	184
Ease of voting procedure	18

Polling station	15
Good parking	8
Signage/information	6
Facilities for disabled/elderly	3
Total	463

5.3 Summary of Comments Received

Ballot papers very confusing	101
Inadequate facilities for disabled/elderly	24
Unhappy with location of polling place	20
Inadequate polling place facilities/access	15
Lack of signage to polling place/within polling place	10
Unhappy with presence of party representatives/election material outside polling place	9
Information prior to voting not adequate	9
No candidates at school to meet voters	9
Voting waste of time	9
Poll card/postal vote not received/not on register	8
Unhappy with presence of polling agents/practice of calling out names	7
Unhappy with boundary changes	7
Poor staff	6
Staff name badges not visible	5
Polling equipment inadequate	4
Map on poll card unclear/incorrect	3
ID not accepted	1
Not registered	1
Could not vote as European citizen	1
Total	249

5.4 Summary of Suggestions Received

More privacy at polling station	16
Improve facilities/access for disabled/elderly	13
Provide refreshments	8
Vote marked in pen not pencil	8

Clearer staff badges as difficult to see	7
Change polling place location	6
Should provide catering for staff	4
Ensure polling card information is correct	3
Remove Police and Party Representatives from gates	2
Improve signage to/within polling place	1
Exact markings for poll location on map	1
Use buildings other than schools	1
More time for postal votes especially if they are to be forwarded abroad to have them returned	1
Champagne reception	1
A box on voting card if there are no candidates you wish to vote for	1
Ensure parking at poll stations only used by voters	1
Total	74

6 Belfast West By-Election 6 June 2011 – Comment Card Report

Comment cards were made available at the Belfast West by-election on 6 June. The results are summarised below.

5.1 Collated Results

Number of comment cards received	37
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Question	Yes	No	% Yes
Were you able to find and access this polling place easily?	37	0	100
Did staff wear name badges to identify themselves?	37	0	100
Were staff courteous and helpful?	37	0	100
Were you provided with clear and accurate information?	37	0	100
Were you treated fairly and sensitively by staff?	37	0	100
Overall rate of satisfaction			100%

5.2 Summary of Compliments Received

Staff	17
Overall	4
Total	21

5.3 Summary of Comments Received

Unhappy with location of polling place	6
Lack of signage to polling place/within polling place	3
Poor staff	2
Total	11

5.4 Summary of Suggestions Received

Change polling place location	3
Total	3

7 ADDITIONAL COMPLIMENTS AND SUGGESTIONS RECEIVED

Nine compliments were received in addition to those recorded on Customer Satisfaction Questionnaires and Comment Cards. No additional suggestions were received. Further details can be found in the Complaints, Compliments and Suggestions Report which is published monthly.

8 COMPLAINTS

The Electoral Office received 84 formal complaints and 142 informal complaints during the first and second quarters of 2011. Further details of the nature of complaints and their outcome can be found in the Complaints, Compliments and Suggestions Report which is published monthly.

8.1 Customer Satisfaction – Complaints Procedure

The Electoral Office issues a questionnaire to customers who make a formal complaint, asking them if they are satisfied with the way in which their complaint was handled. 31 completed questionnaires were received during the first and second quarters of 2011. The collated results are given below.

Question	Yes	No	Total	% Yes
Did you receive an acknowledgement to your complaint?	31	0	31	100
Are you satisfied with the length of time taken to respond to your complaint?	30	1	31	97
Was the response to your complaint easy to understand?	25	6	31	81
Did the response answer all the issues you raised?	23	8	31	74

Compliments Received:

A prompt and considered reply. Thanks - although I'm not sure the outcome is as I

would like.

I was very pleased with how my initial complaint by telephone was handled and also my complaint via internet. Many thanks to very helpful staff.

Comments Received:

I received no explanation why my address and my daughters address is totally wrong.

Nothing was said to change the policies in the future - they were right I was wrong. There was an apology with one hand and then taken back by the other, very frustrating. My complaint was with regards to the attitude of the initial introductory letter sent out by the electoral office, I initially requested a form to provide our information as we had moved from London and was then sent an abrupt and threatening letter to obtain further information by a certain date or we would be fined, as a person who was born in Northern Ireland and recently moved back with my husband I found it highly embarrassing due to the attitude of the signatory. The system is good - I am sure but the approach needs to be less threatening. Voting should be encouraged and the process has definitely made me feel like I have moved illegally. When I was asked to pass everything from my passport to NINO card this is quite difficult as we have just moved house and these documents are required by other agencies. I am regretful that I first wrote to the electoral office - this is not the familiar approach we are used to in London where voting and the elections are a more enjoyable experience. I appreciate your reply. Many thanks.

I accept the apology given in the reply to my complaint however, what annoys me is there were a number of people with postal votes in Lisburn who had been given the wrong candidates but were still asked to return an amended voting paper even though it was after the closing date for the returns. In this day and age of computers it would have been nice to be afforded the opportunity by your staff to inform me that the voting papers could be downloaded thus saving on paperwork, postage and your staff's time to send postal forms out.

I am still deeply concerned that in applying for a postal vote I am revealing indirectly to persons who have no right to know my business the fact that I will be absent from my home. I live in a country area with not many neighbours. This is not a satisfactory situation from a personal security point of view.

It wasn't worth the effort to complain in the first instance as no facilities will be made available to vote in my hometown of Carryduff i.e. walking distance as I don't own a car and have no transport to Moneyreagh. Thank you anyway for providing an envelope as I don't have a computer either.

This complaint doesn't really matter. I applied for a postal vote for my husband in time as I was told last time that I was too late but it still didn't make any difference so someone in your department couldn't care less about a disabled pensioner.

To me the reply was the usual civil service standard reply. The question was simple, why was I changed to a new polling station? After voting for 50 years at

Dromore Central Primary school , I was told in the letter that the central school had too many people to accommodate. To me the simple thing to do was to move the rural voters to the new station at St. Colemans. To improve your complaints procedure please listen to the voters and change the voters like myself back to Dromore Central. I will say at that least I received a reply from you. I also wrote to complain to Banbridge Electoral Office who have so far not replied to me

I do not want to vote by post I prefer to vote in person and a voting location for invalids should be sorted out even if the location has to be changed.

I would like to be told how the matter was dealt with. I didn't think it efficient to say that the complaint will be taken seriously and dealt with.

My complaint centred on the fact that I had to attend a less convenient polling station. The reason I was given was that more floor space was required to cater for the three electoral processes that were operating. I doubt that there was any greater floor space.

9 ACTION REQUIRED / TAKEN

9.1 Action Required or Taken as a Result of Feedback

Note: only feedback which has not been addressed in previous feedback reports is included.

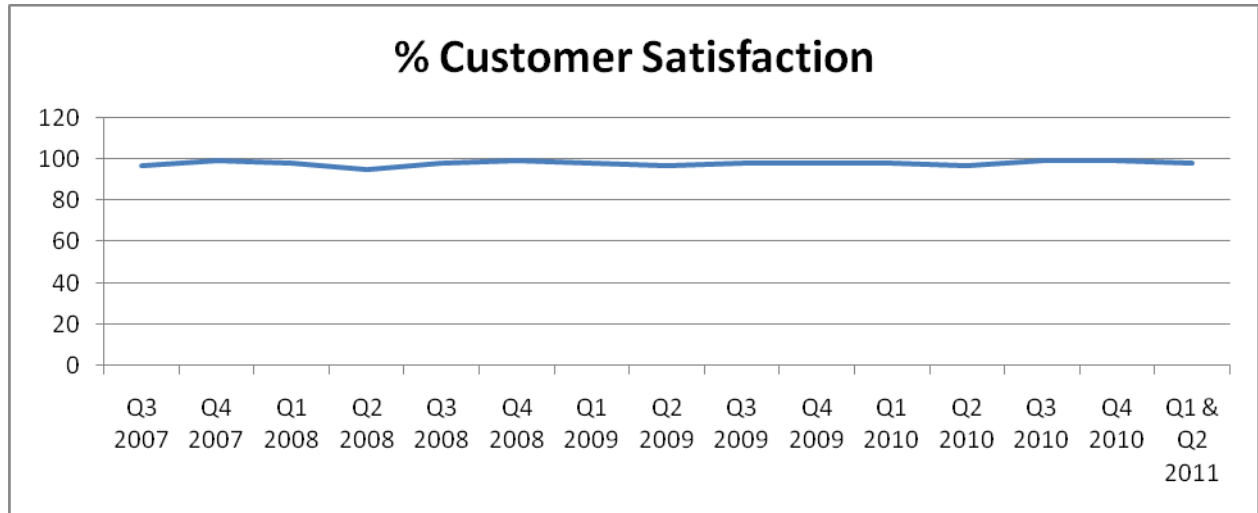
Feedback	Action Required / Taken
Elector approached by party workers.	Political parties are entitled by law to obtain a copy of the electoral register and EONI has no power to prevent them from contacting electors.
Incorrect EONI website address used in letter.	Staff to ensure correct website address www.eoni.org.uk used in correspondence.
Not clear on registration form that middle name(s) required.	Form amended.

10 TRENDS

10.1 Overall Customer Satisfaction

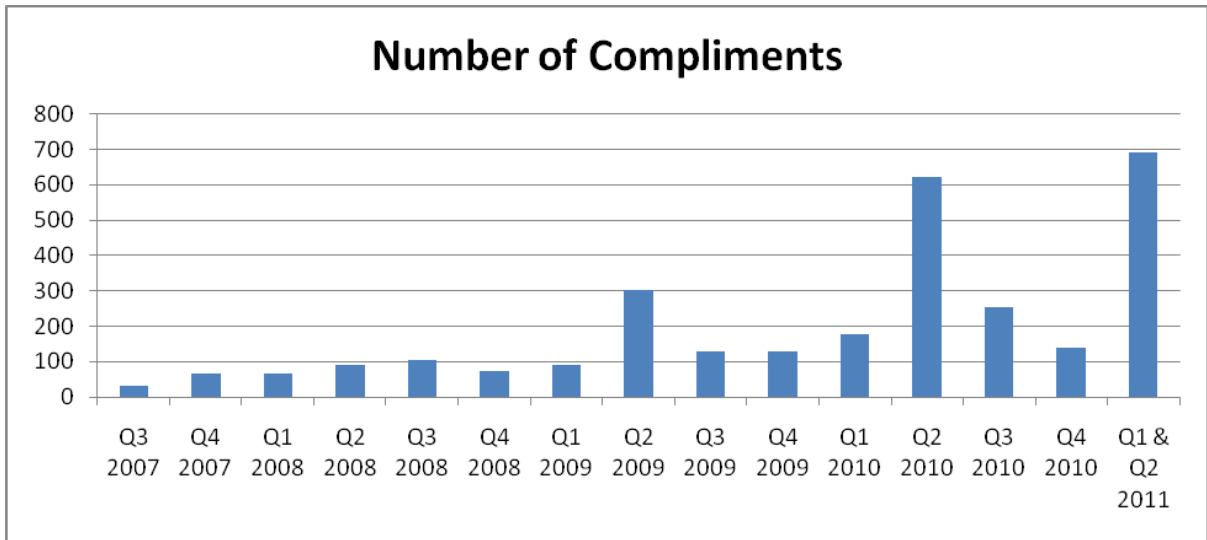
Report	% Customer Satisfaction
Q3 2007	97
Q4 2007	99
Q1 2008	98
Q2 2008	95
Q3 2008	98
Q4 2008	99
Q1 2009	98

Q2 2009	97
Q3 2009	98
Q4 2009	98
Q1 2010	98
Q2 2010	97
Q3 2010	99
Q4 2010	99
Q1 & Q2 2011	98



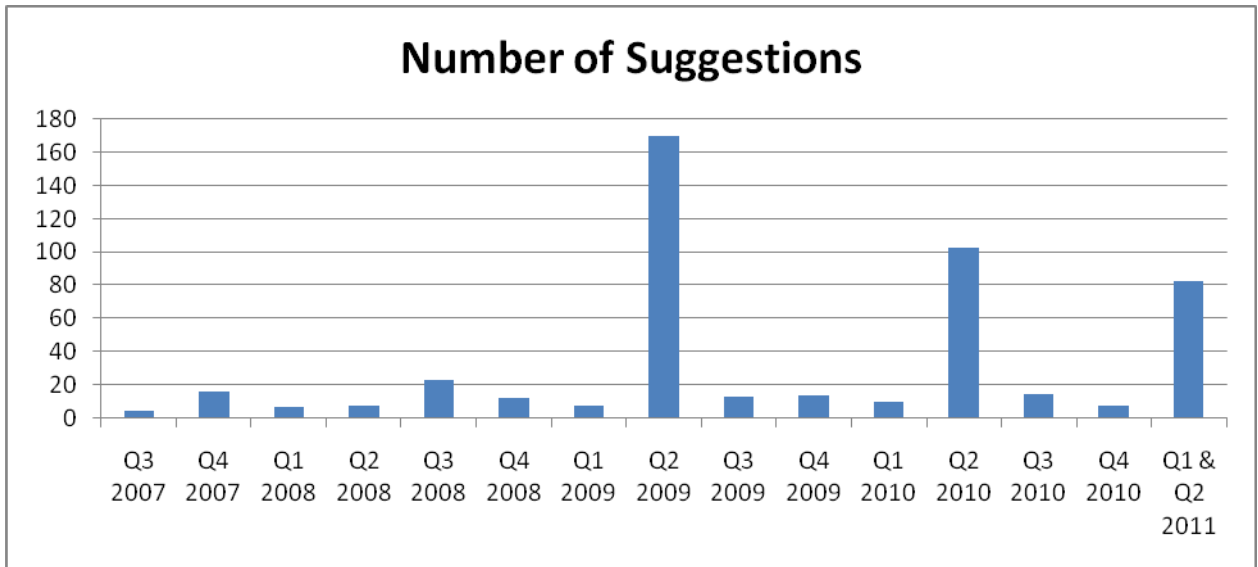
10.2 Compliments

Report	No. of Compliments
Q3 2007	30
Q4 2007	67
Q1 2008	65
Q2 2008	89
Q3 2008	105
Q4 2008	73
Q1 2009	90
Q2 2009	301
Q3 2009	127
Q4 2009	129
Q1 2010	176
Q2 2010	621
Q3 2010	255
Q4 2010	140
Q1 & Q2 2011	690



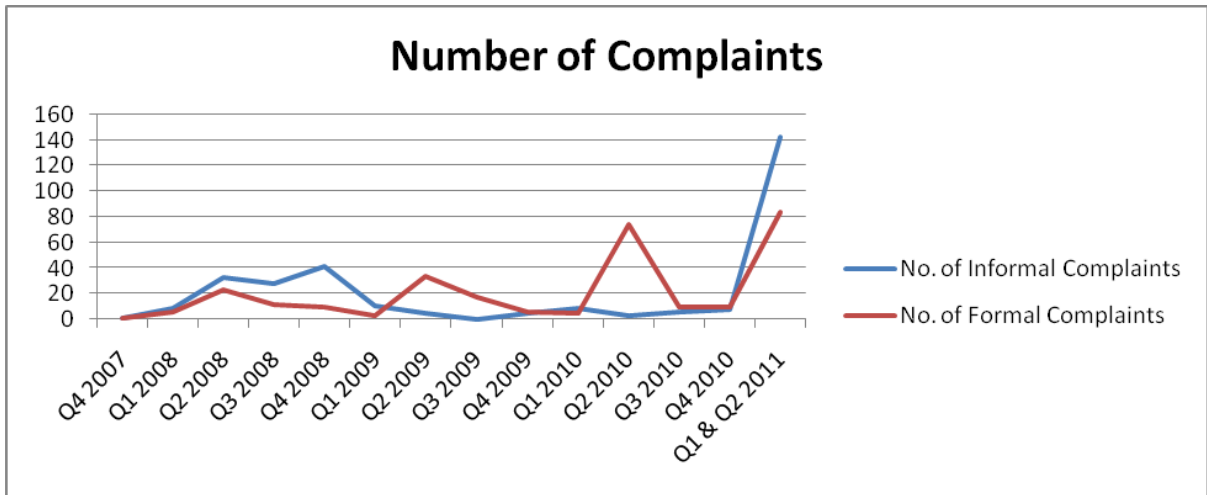
10.3 Suggestions

Report	No. of Suggestions
Q3 2007	5
Q4 2007	16
Q1 2008	7
Q2 2008	8
Q3 2008	23
Q4 2008	12
Q1 2009	8
Q2 2009	170
Q3 2009	13
Q4 2009	14
Q1 2010	10
Q2 2010	103
Q3 2010	15
Q4 2010	8
Q1 & Q2 2011	83



10.4 Complaints

Report	No. of Informal Complaints	No. of Formal Complaints	Total
Q4 2007	1	1	2
Q1 2008	9	6	15
Q2 2008	33	23	56
Q3 2008	28	12	40
Q4 2008	41	10	51
Q1 2009	11	3	14
Q2 2009	5	34	39
Q3 2009	0	17	17
Q4 2009	5	6	11
Q1 2010	9	5	14
Q2 2010	3	74	77
Q3 2010	6	10	16
Q4 2010	8	10	18
Q1 & Q2 2011	142	84	226



10.5 Number of Complaints versus Number of Compliments

Report	No. of Complaints	No. of Compliments
Q4 2007	2	67
Q1 2008	15	65
Q2 2008	56	89
Q3 2008	40	105
Q4 2008	51	73
Q1 2009	14	90
Q2 2009	39	301
Q3 2009	17	127
Q4 2009	11	131
Q1 2010	14	176
Q2 2010	77	621
Q3 2010	16	255
Q4 2010	18	140
Q1 & Q2 2011	226	691

No. Complaints v No. Compliments

