



**ELECTORAL OFFICE FOR
NORTHERN IRELAND**

CUSTOMER FEEDBACK REPORT

Q2 2010

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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 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 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:

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.
5.8	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.

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?	625	37	662	94
Were they polite and courteous?	652	10	662	98
Were they helpful and did they provide you with clear and accurate information?	651	11	662	98
Do you feel that you were treated fairly and sensitively?	656	6	662	99
If you left a voicemail message was it responded to within one working day?	23	5	28	82
If you contacted us by email did you receive a reply within one working day?	33	1	34	97

3.2 Compliments Received

Your service is extremely satisfactory and fast. I phoned you on a Thursday afternoon and I had my form the next day. A lot of other companies could take a leaf out of your book!

Extremely prompt service, many thanks.

I had a reply within one day, well done.

Good swift response, which was essential as my broadband had not been connected after house move.

Very prompt service.

My call was dealt with effectively and efficiently, I received a form to fill in the next day. Thank you!

Very Polite.

I did leave a message on the telephone as I recall it was a couple of days later but it was dealt with (the message that is). I had been explaining about change of address and was lucky enough to receive the form just a few days later. I am now registered to vote at in my new location.

Excellent service.

Very satisfied with the service.

The member of staff I dealt with was very friendly and understanding, helpful and made it a very easy and pleasant experience. All in all a very good service unlike some other public bodies I have dealt with in the past.

Just keep up the pleasant staff. It was a pleasure to deal with such friendly, courteous and helpful staff.

My request was dealt with in a straightforward manner and was a very easy process. I received a very quick response to my request and praise the service highly.

Quite satisfied with present administration and specially the courteous manner of the lady who handled my request for change of address.

Keep up the good work.

I don't see any way you could improve the service. It was the most relaxed and hassle free experience I have ever had with a government body. I would suggest that other government agency staff and Civil Service staff be sent to the Electoral Office for training on how not to be obstructive and make it a more pleasing experience for the public.

Many thanks to Gareth for being so helpful and polite.

Keep your high standards up.

I contacted by phone and the girl was so helpful. Thank you.

Keep the staff you have.

Satisfied with service providers.

A very efficient service to date.

Was very happy with service and treatment.

I was very happy with the service provided.

Everything was most satisfactory.

I am very happy with the service, thank you.

I commend the speed and efficiency of reply.

The service was very satisfactory.

Very helpful and prompt. Excellent service.

Very good service.

Service was very good, polite and courteous over the telephone. I received my forms very quickly (I think it was the day after I made the phone call). I'm very satisfied with the service i received.

I am fully satisfied, thank you.

All was satisfactory.

It's all good for me.

This service seems fine to me e.g. very helpful staff, and polite.

Very helpful.

You were very helpful and very fast when I phoned in you were there and took time to listen.

The person I spoke to was very good and I received my forms in the post the next day.

Excellent service by very polite girl.

Very helpful and easy to use service; nice to have a person to speak to as opposed to an automated voicemail system!

No comment or suggestions - completely satisfied.

Everything perfect.

Good service, action explained clearly, forms sent promptly.

Service was efficient and friendly. If it ain't broken, don't fix it!

Julie was lovely.

The service I received was totally satisfactory.

It has been one of the public offices I felt I was being dealt with on a very personal and professional level. It was also good that it was not a machine telling you to press no. 1, 2, 3 etc. and your query would be dealt with. It is time all offices and departments had people dealing with queries and not a recorded message or someone who's accent you can't understand. Well done for getting it right!

The gentleman who spoke to me was very efficient and helpful. Thank you.

The lady who dealt with my query was very helpful and I received my registration form promptly.

Extremely pleasant and helpful telephone manner.

Person who dealt with my call was very helpful, courteous and polite. Very happy with help I received.

Satisfied with the service.

You do a good job thank you.

Good service.

I am happy with the service received and I was particularly pleased to get the application form so quickly.

The man that dealt with me from the Belfast Office was excellent, very professional and knowledgeable.

Felt that staff who dealt with me were very friendly and helpful.

I have no problem with the service and I am a satisfied customer.

I requested the forms on Wednesday and received them on the Friday. Great service!

Good work!

The lady on the telephone was most helpful and polite when I telephoned requesting a form.

Very pleased with service.

Very professional and fast service.

Everyone was helpful - thank you.

Very helpful and efficient - very pleased.

I spoke to Jonathan who was very helpful and extremely courteous.

Good job.

Everything was fine for me.

The person I spoke with on the phone was well spoken, some of the others I speak with on the phone I cannot understand what they are saying even though it is in English.

3.3 Comments Received

No freepost envelope provided (I hope I sent it to the right address).

The information sent to me spelt my name incorrectly despite me requesting the information by e-mail - this means my name would have been seen at least twice. I have corrected this on the form I am returning so I hope it does not mess up my registration.

I did not receive a prepaid envelope.

Took a bit of time getting through even though my fiancé and me voted in the European election, I was the only one who received the form to update details. My fiancé had to phone again and request a new form to be sent even though I have and gave all the necessary details. Clock is ticking and worried may not get updated in time!

On requesting my registration form I also requested a form for my wife but did not receive one. Could you please send me a form for my wife ASAP. Thank you.

The girl I spoke to had no idea what I was talking about when I enquired about not being on a list available to everyone i.e. sales people etc. I explained I did not want to receive any junk mail and had to ask her to ask someone else for info regarding this.

I contacted the office due to the coverage on TV as I missed out last time.

Very rude.

I did not get my voting rights on 6 May as I rang to get a form by the deadline for this election, I rang to check yesterday 6 May and was informed I was still not on the list. I did not receive this form directly as there was not enough postage paid I had to pay £1.32 to get this letter. I think that the Electoral Office would have known the postage costs.

The person I spoke to from the Omagh office did not identify herself and was quite abrupt. I feel I wasn't treated fairly or sensitively. I did expect more from someone in a

public office. Perhaps this lady may find it for herself and your own organisation beneficial to spend a day with the customer services department of one of our large supermarkets.

Feel that the electoral register is a waste of time, effort and tax payer's money. The fact that I pay my taxes, am a British citizen since birth and have never committed a criminal offence, should qualify me the right to vote in an election for the Government of the country I am an eligible citizen of.

I emailed 19/04/10 and was told an application form would be posted to my address to register for election with a deadline of 20/04/10. It turns out that my eligibility to vote is registered at the wrong address - fault of electoral office as all documents were supplied!

If we had proper democracy in Northern Ireland we would get rid of the circus that is Stormont, and have Direct Rule from Westminster.

My enquiry was regarding a change of address. I followed the process on time, printed the form and sent to the address provided. However my address was not changed and my polling cards was still sent to my old address.

I could not find the website to apply online.

Provide better advertising of how personal details can be updated in order to get voting card. I missed out on my chance to vote on 6 May as radio reports were only broadcast on the day registration closed. I was unable to get to Omagh to provide the necessary documentation and secure my chance to vote.

When I requested to have my married name to be listed on the register instead of my maiden name I was told just to bring my marriage certificate with my passport/ID. However, I had already been turned away at the voting centre at the last election with this information. Then when the form arrived in the post to change my details, the wrong information was on it, making it more difficult for me to understand what information was required.

I was issued with an identity card via a scheme in school but apparently this was not enough to have me registered - this should have been explained at the time. I would like to be able to vote in parliamentary elections, why is this not possible? It should be made clear whether or not we can vote in NI as this caused much confusion for me and my friends.

3.4 Suggestions Received

Could someone fill in the form over phone, as I am dyslexic and had to get help to fill it in. Thank you.

Allowing people to register online would be very helpful.

Perhaps estate agents could give out electoral forms when people move house.

More advertising as this helped me to register such as radio, local papers etc.

Make it clearer as to what part of the form to fill out just to register.

Better training for telephone staff.

Double check with other authorities for double votes on Nationalist sides such as Sinn Fein.

Leave your forms in local council offices to save having to post them out.

3.5 Summary of Results

Overall rate of Customer Satisfaction	95%
Compliments	69
Comments	18
Suggestions	8

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:

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.
7.4	Be courteous and helpful.
7.5	Present advice and information clearly and accurately.
7.6	Treat customers fairly and sensitively.

Comment Card feedback is collated by office:

4.1 Ballymena Area Office

Number of comment cards	30
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Purpose of visit:

Registration	11
Electoral Identity Card	5
Other	14

Question	Yes	No	% Yes
Were you able to find and access this office easily?	27	3	90

Did someone attend to you at the counter within 5 minutes?	30	0	100
Did staff wear name badges to identify themselves?	30	0	100
Were staff courteous and helpful?	30	0	100
Were you provided with clear and accurate information?	29	1	97
Were you treated fairly and sensitively by staff?	29	1	97
Overall rate of satisfaction			97%

Compliments Received:

Very pleased with the way I was treated. Very helpful in every way.

Had been to office before and new location. All staff extremely helpful and professional at all times.

Very helpful at all times.

The staff were all very helpful and they gave out any information needed in a clear and efficient manner.

Good help.

Helpful.

Staff at Ballymena office have always been more than helpful, very courteous and a pleasure to work with at all times - many thanks to Rae and all the staff.

Quick and helpful.

Good help.

All ok.

Very helpful.

We received help and got our information quickly - thanks to all the staff.

Staff all very helpful and attentive.

Suggestions Received:

Re. Spoilt Votes - I was unable to hear Mr Gordon as he was concentrated to the people he knew that were present there. As I have a hearing problem, I feel this discussion could have been done in a separate room with a hearing loop system in the noisy main hall (comment from election agent re. count at Ballymena Leisure Centre).

It would be helpful if information could be provided by email?

4.2 Banbridge Area Office

Number of comment cards	5
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Purpose of visit:

Registration	2
Electoral Identity Card	1
Other	2

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

Compliments Received:

Excellent.

Very helpful, relaxed and happy staff, who obviously enjoyed their job.

First class service from a member of staff 'Karen'.

The service was excellent staff very friendly place clear and dignified.

Suggestions Received:

Need for disability parking bay outside the front door.

4.3 Belfast Area Office

Number of comment cards	37
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Purpose of visit:

Registration	15
Electoral Identity Card	19
Other	3

Question	Yes	No	% Yes
Were you able to find and access this office easily?	28	9	76
Did someone attend to you at the counter within 5 minutes?	27	10	73
Did staff wear name badges to identify themselves?	36	1	97
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			91%

Compliments Received:

There was a bit of a queue, but staff very nice and dealt with me very well.

Very busy. Staff helpful.

Good service.

Office was quite difficult to find but once inside staff were only too happy to help.

Staff were very helpful and efficient.

There was no queue in office. Nice staff. Spoke well. Efficient staff.

Efficient staff.

It was good of the staff to get us chairs because there was so many people at the office.

The staff were very helpful and it made registration fast and easy. If I had forgot anything or had a question they were ready to help.

Excellent service. Pleasant, courteous staff.

I've been in twice, it was a pleasant experience both times.

Courteous and helpful.

Very helpful man and woman.

Very helpful man and very patient always.

Lots waiting but all staff helping, very efficient.

Was given excellent service.

Lovely office and friendly and helpful staff on counter.

Unsure as to procedure but had lots of help from nice girl with blond hair, can't remember name but long wait.

Staff nice when eventually attended to.

Good.

Very helpful staff very attentive and polite.

I was registering for first time, not sure what to do. The staff member was very helpful and nice and explained everything and what I needed. Got sorted and ID Card.

Excellent standards.

Excellent.

Very quick and efficient service - nice and friendly staff. Overall very satisfied.

Excellent attention.

Excellent.

Comments Received:

I phoned this office (the helpline) at approx 12 o'clock 15/4/10 and was told I only needed personal ID and a utility bill. I rushed down by bus and discovered I also needed a neighbours signature and would have to take the forms to N'ards - which is impossible before 5pm.

I came to change my address and had to wait 10-15 minutes. When I came in I was told to wait. Lots of people waiting. Nowhere to sit so I went home after 15 minutes

maybe 20.

Big queue. 10-15 minutes wait.

Hard to find office.

Had to wait for a long time because of big queue.

Difficult to find office in Church Street. Large queue at counter due to election.

There was a lot of people there and I had to wait ages to get seen. There were people all the way down the stairs.

Too long to wait, much too long.

On my lunch break on first visit - had to leave as queue was down the stairs to front door. Had to return twice.

Hard to find this office as I went to Church Lane. Nobody knew where it was. Found it after a long search.

Arrived to hand in form to register. Queue downstairs, not enough people to deal with me. Too long to wait.

Suggestions Received:

More staff and proper waiting area. Signposted outside.

More signs for the office.

Need more people at counter.

Bigger signage outside office, more staff, more seats and tables to write and complete forms.

More staff.

Better outside signage.

Sound on TV.

A sign post outside to help find the office. I had to ask people where the office was.

Get more staff!

More help at counter.

More staff needed, too long to wait.

Get more staff.

4.4 Londonderry Area Office

Number of comment cards	35
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Purpose of visit:

Registration	11
Electoral Identity Card	15
Other	9

Question	Yes	No	% Yes
Were you able to find and access this office easily?	32	3	91
Did someone attend to you at the counter within 5 minutes?	34	1	97
Did staff wear name badges to identify themselves?	34	1	97
Were staff courteous and helpful?	35	0	100
Were you provided with clear and accurate information?	35	0	100
Were you treated fairly and sensitively by staff?	35	0	100
Overall rate of satisfaction			98%

Compliments Received:

Very fast and helpful.

Very polite welcoming staff.

Staff were all helpful and polite on all occasions of my visiting.

I was happy with the service I got and the staff was very pleasant and helpful.

Staff was very helpful and well mannered.

Staff are very helpful.

Very helpful even lent me glasses. Thank you.

The staff were very helpful.

Staff were extremely helpful, both ladies went above and beyond their call of duty to help with our query. Many thanks.

Excellent service empathetic approach undertaken - no waiting. Many thanks.

Lovely and friendly staff very helpful and made me feel welcome, service was perfect.

Very good service.

Good customer service.

Excellent service provided by the staff.

Comments Received:

I was shocked to find that the deadline for postal and proxy votes has closed on the same day when the first debate of the potential new leader went out on air.

Suggestions Received:

There should be a way to deal with people who with busy lives are now preparing for the election - given that it's just been called. Extend the deadline for postal/proxy votes.

4.5 Newtownabbey Area Office

Number of comment cards	2
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Purpose of visit:

Registration	1
Electoral Identity Card	1
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	2	0	100
Did someone attend to you at the counter within 5 minutes?	2	0	100
Did staff wear name badges to identify themselves?	2	0	100
Were staff courteous and helpful?	2	0	100
Were you provided with clear and accurate information?	1	1	50
Were you treated fairly and sensitively by staff?	2	0	100
Overall rate of satisfaction			92%

Comments Received:

I was asked to return to the office to provide information about my wife which the office already had. I feel a particular member of staff was unprofessional in her handling of the situation.

4.6 Newtownards Area Office

Number of comment cards	19
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Purpose of visit:

Registration	8
Electoral Identity Card	7
Other	4

Question	Yes	No	% Yes
Were you able to find and access this office easily?	17	2	89
Did someone attend to you at the counter within 5 minutes?	19	0	100
Did staff wear name badges to identify themselves?	19	0	100
Were staff courteous and helpful?	19	0	100
Were you provided with clear and accurate information?	19	0	100
Were you treated fairly and sensitively by staff?	19	0	100
Overall rate of satisfaction			98%

Compliments Received:

Could not have been better treated. No room for improvement.

Staff most helpful.

Very impressed by staff. Very helpful.

Friendly and nice atmosphere.

Great service fast and helpful.

Very professional service the lady who dealt with me took the time to explain the process.

Very helpful and friendly.

Very good service.
 Staff very helpful.
 Excellent.
 Nice to go into an office where staff are so helpful.

Comments Received:

Called in on 20 April to register - was told I couldn't unless I could provide proof of address. Nobody said anything about providing proof in the advertisements on the radio.

Came to register after hearing how easy it was on the radio only to find it wasn't!!

Suggestions Received:

Put your phone number in the phone book please!

How about an elevator?

Get ID quicker.

4.7 Omagh Area Office

Number of comment cards	4
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Purpose of visit:

Registration	2
Electoral Identity Card	2
Other	0

Question	Yes	No	% Yes
Were you able to find and access this office easily?	4	0	100
Did someone attend to you at the counter within 5 minutes?	4	0	100
Did staff wear name badges to identify themselves?	4	0	100
Were staff courteous and helpful?	4	0	100
Were you provided with clear and accurate information?	4	0	100

Were you treated fairly and sensitively by staff?	4	0	100
Overall rate of satisfaction			100%

Compliments Received:

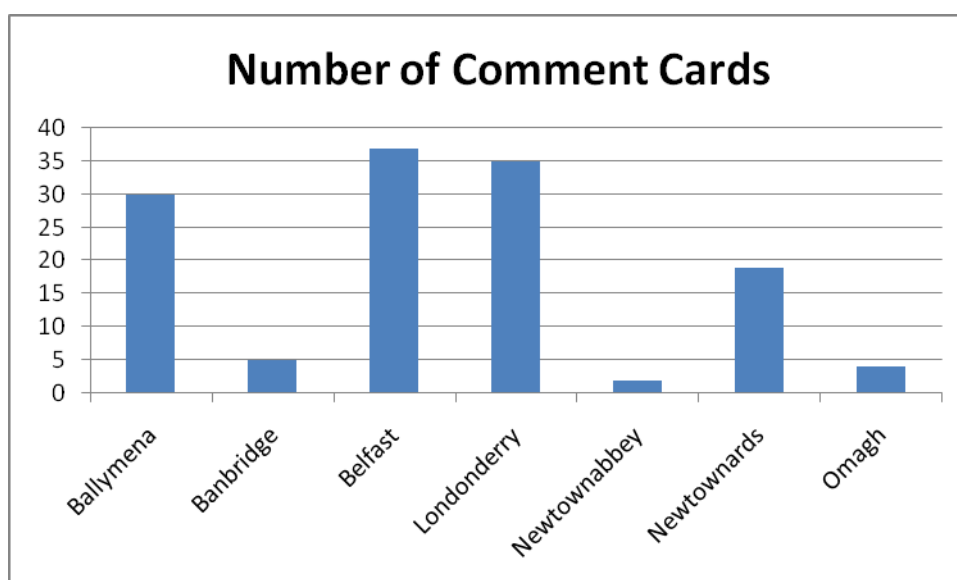
Very nice staff in here, brilliant so it was.

Staff were good.

4.8 Summary of Results

Number of comment cards per office:

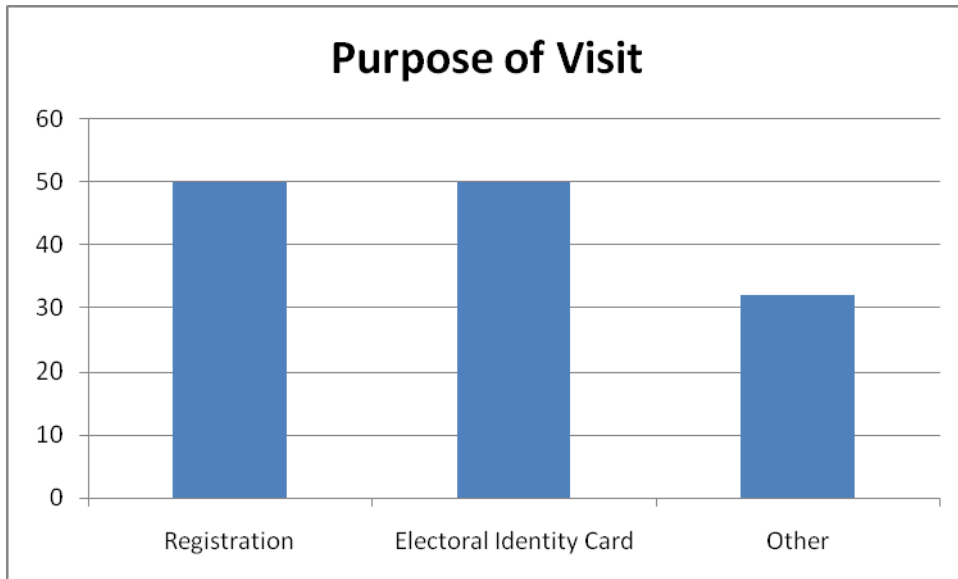
Office	Comment Cards
Ballymena	30
Banbridge	5
Belfast	37
Londonderry	35
Newtownabbey	2
Newtownards	19
Omagh	4
Total	132



Purpose of Visit:

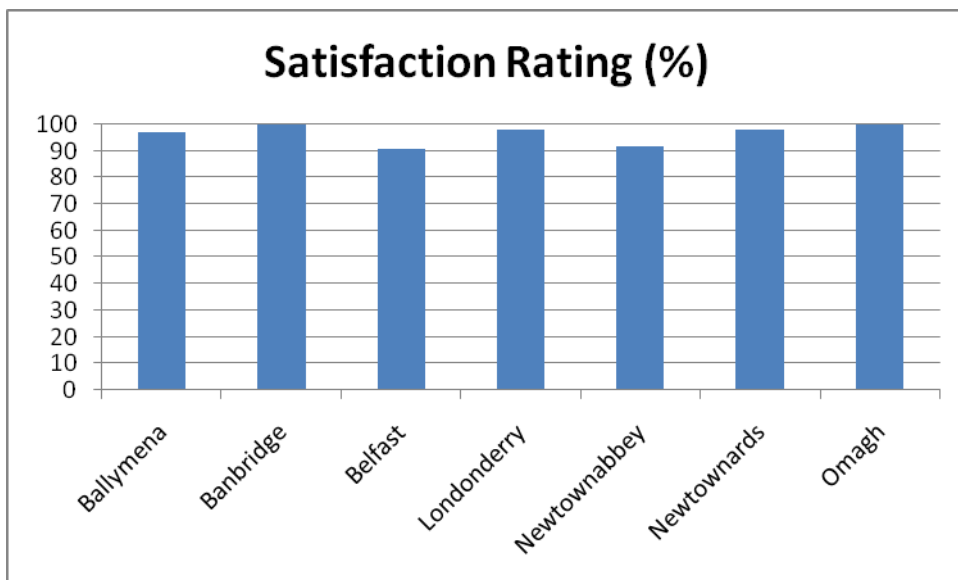
Purpose	Visits
Registration	50

Electoral Identity Card	50
Other	32
Total	132



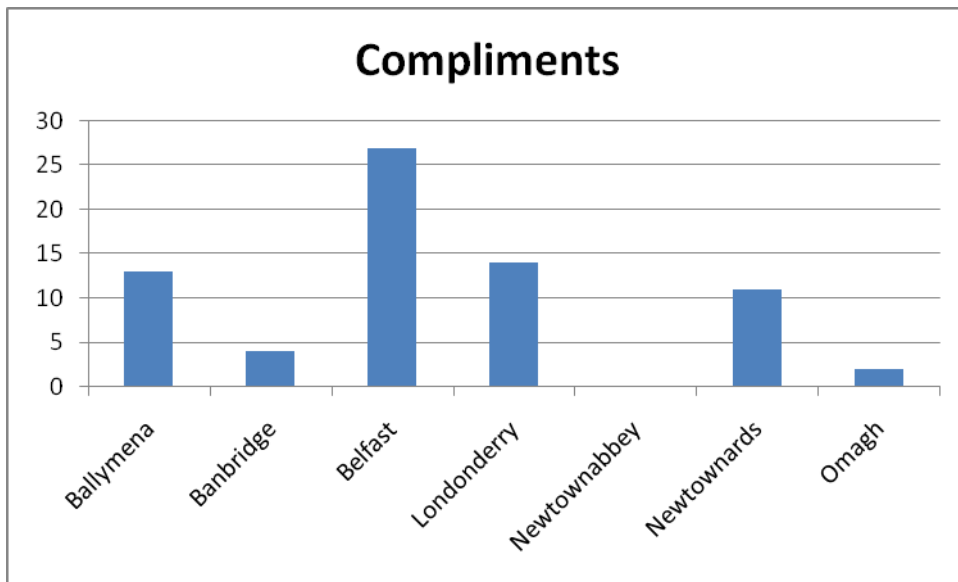
Satisfaction Rating:

Office	Satisfaction Rating (%)
Ballymena	97
Banbridge	100
Belfast	91
Londonderry	98
Newtownabbey	92
Newtownards	98
Omagh	100
Average	97



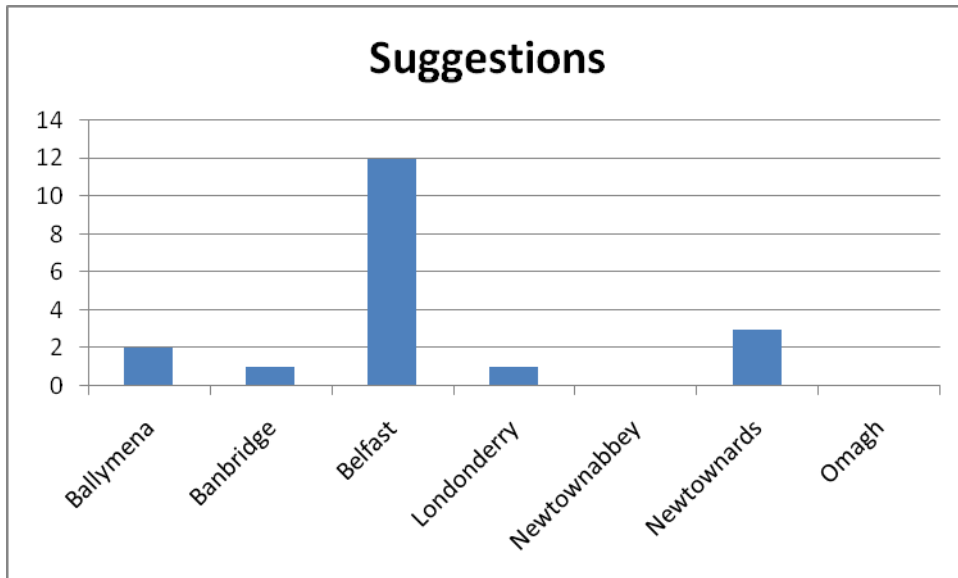
Number of Compliments:

Office	Compliments
Ballymena	13
Banbridge	4
Belfast	27
Londonderry	14
Newtownabbey	0
Newtownards	11
Omagh	2
Total	71



Number of Suggestions:

Office	Suggestions
Ballymena	2
Banbridge	1
Belfast	12
Londonderry	1
Newtownabbey	0
Newtownards	3
Omagh	0
Total	19



5 Westminster Parliamentary Election 2010 – Comment Card Report

Comment cards were made available in polling places at the Westminster Parliamentary election on 6 May. The results are summarised below.

5.1 Collated Results

Number of comment cards received	1708
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Question	Yes	No	% Yes
Were you able to find and access this polling place easily?	1667	41	98
Did staff wear name badges to identify themselves?	1684	24	99
Were staff courteous and helpful?	1703	5	100
Were you provided with clear and accurate information?	1698	10	99
Were you treated fairly and sensitively by staff?	1703	5	100
Overall rate of satisfaction			99%

5.2 Summary of Compliments Received

Staff	236
Overall	196
Polling station	24
Signage/information	4
Ease of voting procedure	3
Facilities for disabled/elderly	3
No police presence	2
Good parking	2

Map on poll card	1
Ability to use bus pass as a form of ID	1
Total	472

5.3 Summary of Comments Received

Unhappy with location of polling place	33
Inadequate polling place facilities/access	23
Lack of signage to polling place/within polling place	15
Poll card/postal vote not received/not on register	15
Map on poll card unclear/incorrect	12
Inadequate facilities for disabled/elderly	10
Unhappy with presence of party representatives/election material outside polling place	9
Poor staff	7
Polling equipment inadequate	5
Staff name badges not visible	4
ID not accepted	3
Information prior to voting not adequate	3
Unhappy with presence of polling agents/practice of calling out names	2
Unhappy with boundary changes	2
No candidates at school to meet voters	2
Dangerous piece of string	2
Not registered	2
Voting waste of time	1
Unhappy with money/paper wasted on comment cards, name badges	1
ID discrepancy in Parliamentary and Castlereagh election	1
Staff should not be from local area	1
Staff did not know if polling cards would be shredded	1
Could not vote as European citizen	1
Ballot papers very confusing i.e. numbered 1 2 3 4 5 along side	1
Total	156

5.4 Summary of Suggestions Received

Improve facilities/access for disabled/elderly	19
Change polling place location	11
Improve signage to/within polling place	9
Provide refreshments	7
Remove Police and Party Representatives from gates	3
Entrance and immediate area around polling station should be party poster free	2
Exact markings for poll location on map	2
Use different entrance to polling station	2
Use buildings other than schools	1
Ensure Polling card information is correct	1
More time for postal votes especially if they are to be forwarded abroad to have them returned	1
Opportunity to spoil your vote	1
If a driving licence is sent off to get point put on it, there should be a measure so that people can still vote as they won't have their ID with them	1
Send out register forms next year	1
Polling card should have the full address of the polling station	1
Provide assurance votes could not be tracked	1
Having procedures in place to bring out proxy forms for people who cannot make it to the polling station for last minute circumstances	1
If lollypops were provided for children attending with adults they would be more likely to vote as adults	1
Champagne reception	1
Radio for background music	1
Vote marked in pen not pencil	1
Clearer staff badges as difficult to see	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
Should provide catering for staff	1
Cut down on paper	1
Recycle poll cards	1
Comment cards should be provided with an envelope	1
More privacy at polling station	1

6 ADDITIONAL COMPLIMENTS AND SUGGESTIONS RECEIVED

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

7 COMPLAINTS

The Electoral Office received 74 formal complaints and 3 informal complaints during the second quarter of 2010. Further details of the nature of complaints and their outcome can be found in the Complaints, Compliments and Suggestions Report which is published monthly.

7.1 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. Twenty four completed questionnaires were received during the second quarter of 2010. The collated results are given below.

Question	Yes	No	Total	% Yes
Did you receive an acknowledgement to your complaint?	24	0	24	100
Are you satisfied with the length of time taken to respond to your complaint?	23	1	24	96
Was the response to your complaint easy to understand?	21	3	24	88
Did the response answer all the issues you raised?	13	11	24	54

Compliments Received:

I was very impressed with such a swift reply from Mr Douglas Bain especially as I'd sent my email just before a General Election. Please do pass on my thanks to him for his understanding letter.

I have been very satisfied, not only with the efficiency but also by the courtesy with which my complaint was dealt with at the central Belfast Office by all members of staff there - right up the top. Please convey my appreciation to all concerned.

I think your complaint procedure and follow-up system are as sound as can be.

Comments Received:

I discussed the problem with the Banbridge Electoral Office which declared itself satisfied with the refusal letter. I tried to convince it that the letter was rubbish but to no avail. It was on their recommendation that I wrote to the Chief Electoral Officer - the response from your office confirmed my view of the refusal letter received. A little bit of imagination on behalf of the Banbridge Office would have precluded me writing to your office, still nothing surprises me anymore! Thank you for your help.

The answer was simplistic and unhelpful. I still see no reason why we can't select a more suitable polling station when registering to vote. And the excuse of the map being incorrect showed that it had not been checked before publishing.

We live beside Victoria Primary School 23.5 metres. Have voted there since 1992 to 2009 and now we have to travel 2.3 miles to vote. Why?

Fortunately due to family circumstances we had to cancel our holiday and eventually were able to use our vote. However this did not alleviate my concern that due to somebody's incompetence we almost lost our right to vote. You offer the right to a postal vote in certain circumstances, which we fulfilled. We followed your procedures but you failed to have procedures in place to ensure your offer of a postal vote is secure. Irrespective of the volume of calls you received today's IT technology would ensure your procedures do not fail. Is it any wonder your boast of reducing postal votes seems to be a success. You fail to send them when requested.

My name is ..., please address me as such i.e. not ...I won't accept any future communication from NI Electoral Office unless I am given my proper title (not backside foremost).

All I complained about was the distance we had to travel to vote when there is a place we used to vote at just around our corner. We never asked for a postal vote but it would save us all the trouble as we are not as fit as we were. We are now 82+.

If I don't have an electoral card I need to pay a fine, but I'm not allowed to vote because I'm foreigner. I'm sorry but I don't understand!!!

I would like to know how on earth a person with this attitude can possibly be allowed to take phone calls.

I think that the problem needs looking closer at the cause of the complaint. But thank you for your prompt response.

Take into consideration the issues raised in my complaint.

The response did not answer all the issues raised as I have yet to be informed if my polling station will be changed to the one that is closer to my home.

8 ACTION REQUIRED / TAKEN

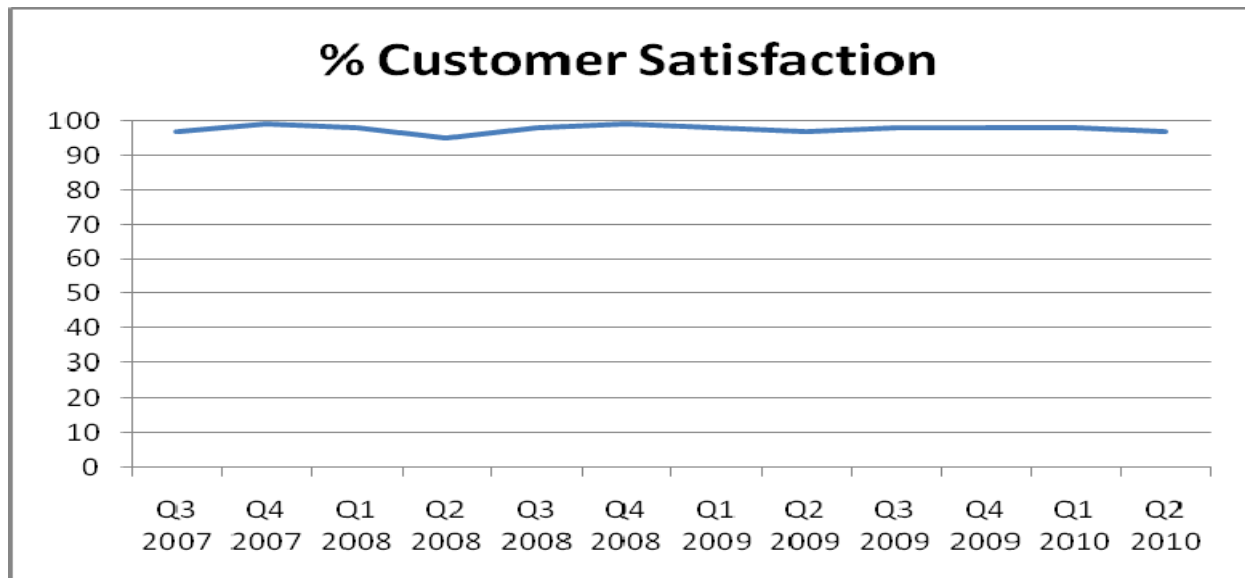
8.1 Action Required or Taken as a Result of Feedback

Feedback	Action Required / Taken
82% of voicemail messages answered within one working day – target not met.	Staff to ensure 95% of voicemail messages are answered within one working day.
Freepost envelope not enclosed.	Staff to ensure freepost envelope enclosed with form.
Name spelt incorrectly on form.	Staff to ensure details spelt correctly on forms.
Form not received.	Staff to ensure all requested forms issued.
Improve training for temporary helpline staff.	Training to be reviewed before next election.
Insufficient postage on envelope.	Staff to ensure sufficient postage added to envelope.
Better advertising required.	The Electoral Commission is responsible for advertising campaigns.
Should be able to register online/over phone.	Not possible due to statutory requirement for original signature on form.
Estate agents should give out forms when people move house.	EONI has no statutory authority to compel estate agents to issue forms.
Should be able to leave forms into Council Offices.	Not possible due to tight deadlines during election period.
Provide disabled parking outside front door of Banbridge office.	Allocation of disabled parking on public roads is the responsibility of the Roads Service.
Install a hearing loop system at the count for people with hearing problems.	Consideration will be given to using a hearing loop system at the next election count.
Long queues during election period at Belfast Office – more staff/bigger reception area required.	Plans are in place to train more staff in time for the next election however the size of the counter limits the number of people who can be served to 4 at any one time. It is not possible to create a larger reception area.
Difficult to find Belfast Office.	External and internal signage has been reviewed and found to be adequate.
Difficulty registering in run up to election due to stringent evidence requirements.	Late registration evidence requirements set in legislation and necessary to avoid voting fraud.
Install an elevator in the Newtownards office.	Location of Newtownards office under review.
Improve turnaround times for ID Cards.	Turnaround time currently within 7 days – only longer than this if applicant is not on register.

9 TRENDS

9.1 Overall Customer Satisfaction

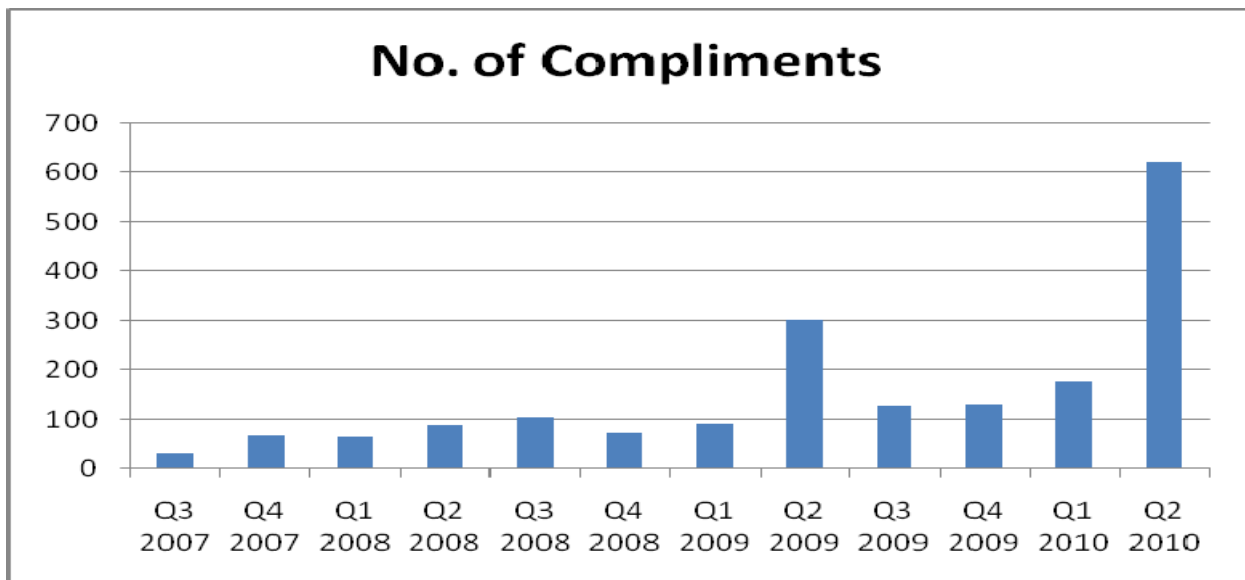
Report	% Customer Satisfaction
Q3 2007	97
Q4 2007	99
Q1 2008	98
Q2 2008	95
Q3 2008	98
Q4 2008	99
Q1 2009	98
Q2 2009	97
Q3 2009	98
Q4 2009	98
Q1 2010	98
Q2 2010	97



9.2 Compliments

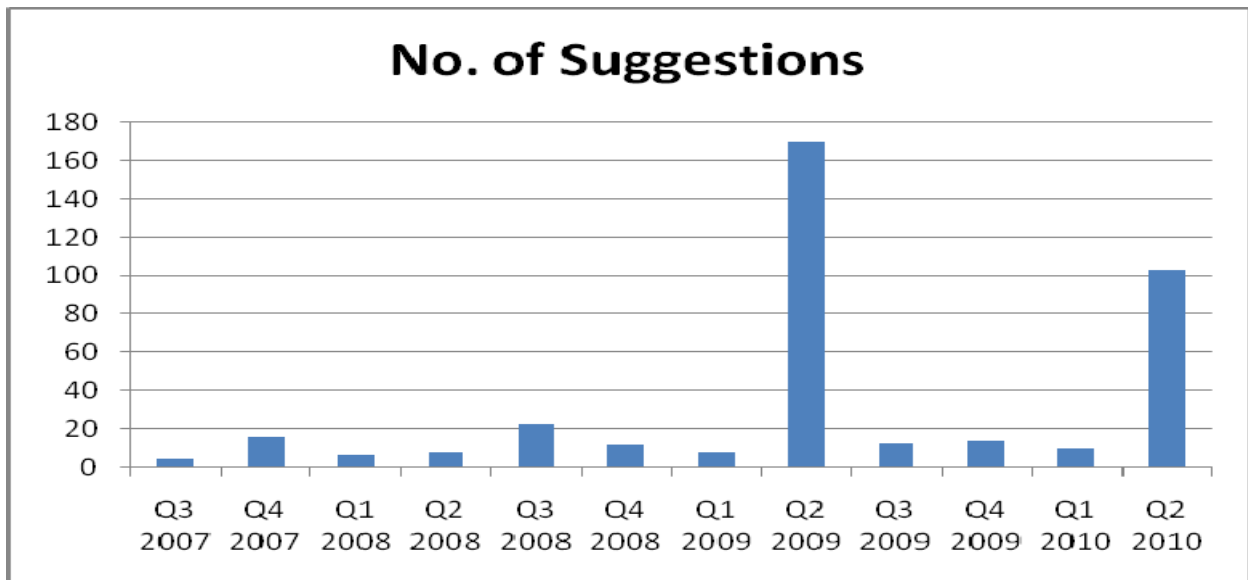
Report	No. of Compliments
Q3 2007	30
Q4 2007	67
Q1 2008	65
Q2 2008	89
Q3 2008	105

Q4 2008	73
Q1 2009	90
Q2 2009	301
Q3 2009	127
Q4 2009	129
Q1 2010	176
Q2 2010	621



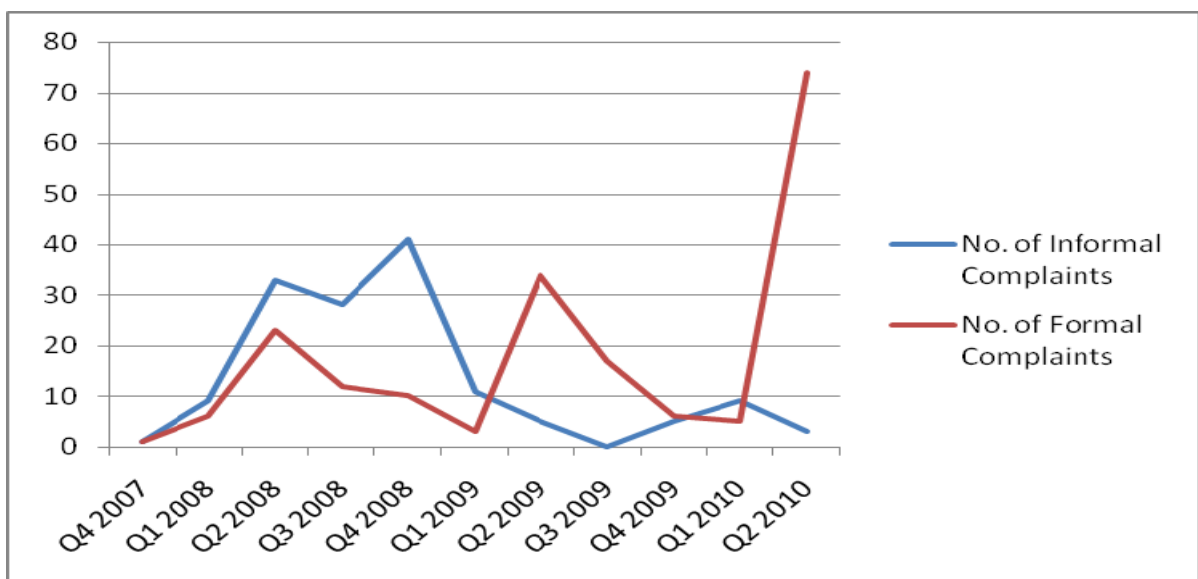
9.3 Suggestions

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



9.4 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



9.5 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

