

COMMENT CARD REPORT 1 OCTOBER 2007

Banbridge Office

Purpose of visit

Application for Electoral Identity Card	1
Application to register	1
Requesting information	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	2	1	
Waiting time at counter	3		
Politeness of staff	3		
Professionalism of staff	3		
Quality of service	3		
How information was conveyed	3		
Overall	3		

Comments

The lady was very helpful and very friendly.

Very happy with service.

Suggestions for improvement

Parking.

Ballymena Office

Purpose of visit

Application for Electoral Identity Card	3
Check registration	1
Report lost Electoral Identity Card	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	4		1
Waiting time at counter	4	1	
Politeness of staff	5		
Professionalism of staff	4	1	
Quality of service	4		1
How information was conveyed	4	1	
Overall	4		1

Comments

Very quick service.

Happy with the service – especially as it’s free!

Suggestions for improvement

Could do with more obvious door at front office.

Belfast Office

Purpose of visit

View electoral register	1
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How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	1		
Waiting time at counter	1		
Politeness of staff	1		
Professionalism of staff	1		
Quality of service	1		
How information was conveyed	1		
Overall	1		

Comments

Very pleasant staff, no problems whatsoever. Excellent.

Suggestions for improvement

None

HQ Reception

Purpose of visit

Application for absent vote	2
Application to register	3
View electoral register	6
Check post code	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	12		
Waiting time at counter	12		
Politeness of staff	12		
Professionalism of staff	12		
Quality of service	12		
How information was conveyed	12		
Overall	12		

Comments

Very efficient operation.

Very efficient.

Wonderful.

We were well received and the service first class.

Very helpful and courteous.

Very good service.

Couldn't have been more helpful. Excellent.

Suggestions for improvement

Buzzer at door isn't obvious if haven't been to office before.

Londonderry Office

Purpose of visit

Application for Electoral Identity Card	6
Application to register	4
Enquiring about working at election	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	11		
Waiting time at counter	11		
Politeness of staff	11		
Professionalism of staff	11		
Quality of service	11		
How information was conveyed	11		
Overall	11		

Comments

Very good.

First class and very polite.

The service was very good. The staff were very helpful.

Suggestions for improvement

It took me a while to find the office, not well advertised, very hard to find.

Newtownabbey Office

Purpose of visit

Application for Electoral Identity Card	1
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How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	1		
Waiting time at counter	1		
Politeness of staff	1		
Professionalism of staff	1		
Quality of service	1		
How information was conveyed	1		
Overall	1		

Comments

None

Suggestions for improvement

None

Newtownards Office

Purpose of visit

Application for Electoral Identity Card	9
Application to register	4
View electoral register	2
Collect marked register	1
Not stated	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	12	4	
Waiting time at counter	16		
Politeness of staff	16		
Professionalism of staff	16		
Quality of service	16		
How information was conveyed	15	1	

Overall	16		
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Comments

Disappointed about length of time to wait for card. Can it not be done quicker?

Very helpful and informative.

Really good service, couldn't ask for more.

Staff were extremely efficient and polite.

Lovely people.

Very helpful staff.

I found the staff helpful and informative.

Very helpful girls.

Very efficient staff, very considerate to senior citizens.

I have always found the Ards electoral office professional and courteous.

Suggestions for improvement

Buzzer at door isn't obvious if haven't been to office before.

Omagh Office

Purpose of visit

Application for Electoral Identity Card	3
Application to register	2
Enquiry	6
Inspect electoral register	1

How would you rate the service provided by the Electoral Office?

	Good	Average	Poor
Access to the Office	12		
Waiting time at counter	12		
Politeness of staff	12		
Professionalism of staff	12		

Quality of service	12		
How information was conveyed	12		
Overall	12		

Comments

I was dealt with very professionally.

Staff helpful and friendly.

Very nice staff.

Satisfactory, but without avail (customer was seeking to trace ancestry).

Very helpful staff.

Excellent service.

Suggestions for improvement

None