

Customer Satisfaction Questionnaire Report Q4 2007

EONI

	Yes	No	Total	%
Was your call answered within 10 seconds?	578	31	609	95
Was the person who dealt with your call courteous and helpful?	606	3	609	100
Was your query answered or your request dealt with to your satisfaction?	605	4	609	99

Compliments

27

Reasons for dissatisfaction with service:

Prepaid envelope not sent with forms	2
Envelope addressed incorrectly	2
Process time of ID cards too long	2
Ballymena office very hard to locate	1
Too long for phone to be answered	2
Change of address process too long	1
Operator was not very clear on phone	1
Process time for register too long	1
EONI phone number hard to find	2
Wrong number of forms posted	2

Suggestions for improvement:

Ensure envelopes are addressed correctly	2
Put a change of address register online	1
Better publication of EONI phone number	2

Action required: See below

Customer Comment Card Report Q4 2007

EONI

Purpose of visit:

Application for Electoral Identity Card	55
Application to Register	47
Enquiry	26
Total	128

Rating of service provided:

	Good	Average	Poor
Access to the office	120	5	3
Waiting time at the counter	128	0	0
Politeness of staff	128	0	0
Professionalism of staff	127	1	0
Quality of service	127	1	0
How information was conveyed	126	2	0
Overall	128	0	0

% Rating	99	1	0
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Compliments	67	0	0
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Suggestions for improvement

	No.	Office	Action
office hard to find	11	Ballymena	Location maps added to website; signage to be improved
improve access to office	1	Belfast	Belfast office moving
Online register would be helpful	1	HQ	Investigated possibility of adding searchable edited register to website - too costly
details of previous elections printed in booklet form	1	L'Derry	List of previous elections in TRIM (2007/011525)
chair lift	1	N'Ards	Chair lift in place
number plate on wall	1	Omagh	

Improvements outstanding

Q3 2007 Report	HQ	Signage to be improved
Q3 2007 Report	N'Ards	Signage and access to be improved
Q3 2007 Report	Ballymena	Signage to be improved

Customer Comment Cards 4Q 2007

Banbridge Area Office

Purpose of visit:

Application for Electoral Identity Card	2
Application to Register	1
Enquiry	1
Total	4

Rating of service provided:

	Good	Average	Poor
Access to the office	4		
Waiting time at the counter	4		
Politeness of staff	4		
Professionalism of staff	4		
Quality of service	4		
How information was conveyed	4		
Overall	4		
% Rating	100	0	0

Compliments 1

Suggestions for improvement

Customer Comment Cards 4Q 2007

Ballymena Area Office

Purpose of visit:

Application for Electoral Identity Card	23
Application to Register	16
Enquiry	3
Total	42

Rating of service provided:

	Good	Average	Poor
Access to the office	38	3	1
Waiting time at the counter	42		
Politeness of staff	42		
Professionalism of staff	42		
Quality of service	42		
How information was conveyed	42		
Overall	42		
% Rating	99	1	0

Compliments **16**

Suggestions for improvement

office hard to find 11

Customer Comment Cards 4Q 2007

Belfast Area Office

Purpose of visit:

Application for Electoral Identity Card	6
Application to Register	9
Enquiry	2
Total	17

Rating of service provided:

	Good	Average	Poor
Access to the office	16		1
Waiting time at the counter	17		
Politeness of staff	17		
Professionalism of staff	17		
Quality of service	17		
How information was conveyed	16	1	
Overall	17		
% Rating	98	1	1

Compliments 12

Suggestions for improvement

improve access to office 1

Customer Comment Cards 4Q 2007

Headquarters

Purpose of visit:

Application for Electoral Identity Card

Application to Register

Enquiry 8

Total 8

Rating of service provided:

	Good	Average	Poor
Access to the office	6	2	
Waiting time at the counter	8		
Politeness of staff	8		
Professionalism of staff	8		
Quality of service	8		
How information was conveyed	8		
Overall	8		
% Rating	96	4	

Compliments 4

Suggestions for improvement

Online register would be helpful 1

Customer Comment Cards 4Q 2007

Londonderry Area Office

Purpose of visit:

Application for Electoral Identity Card	9
Application to Register	11
Enquiry	7
Total	27

Rating of service provided:

	Good	Average	Poor
Access to the office	27		
Waiting time at the counter	27		
Politeness of staff	27		
Professionalism of staff	26	1	
Quality of service	26	1	
How information was conveyed	26	1	
Overall	27		
% Rating	98	2	
Compliments	17		

Suggestions for improvement

details of previous elections printed in booklet form 1

Customer Comment Cards 4Q 2007

Newtownabbey Area Office

Purpose of visit:

Application for Electoral Identity Card

Application to Register

Enquiry

Total 0

Rating of service provided:

Good Average Poor

Access to the office

Waiting time at the counter

Politeness of staff

Professionalism of staff

Quality of service

How information was conveyed

Overall

% Rating

Compliments

Suggestions for improvement

Customer Comment Cards 4Q 2007

Newtownards Area Office

Purpose of visit:

Application for Electoral Identity Card	
Application to Register	1
Enquiry	
Total	1

Rating of service provided:

	Good	Average	Poor
Access to the office	1		
Waiting time at the counter	1		
Politeness of staff	1		
Professionalism of staff	1		
Quality of service	1		
How information was conveyed	1		
Overall	1		
% Rating	100		

Compliments 1

Suggestions for improvement

chair lift 1

Customer Comment Cards 4Q 2007

Omagh Area Office

Purpose of visit:

Application for Electoral Identity Card	15
Application to Register	9
Enquiry	5
Total	29

Rating of service provided:

	Good	Average	Poor
Access to the office	28		1
Waiting time at the counter	29		
Politeness of staff	29		
Professionalism of staff	29		
Quality of service	29		
How information was conveyed	29		
Overall	29		
% Rating	100		0

Compliments **16**

Suggestions for improvement

number plate on wall 1

Formal Complaints Q4 2007

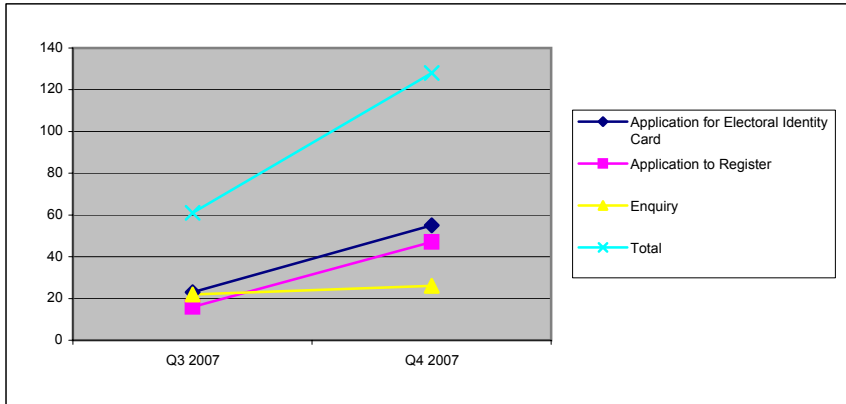
Nature of complaint	No.	Outcome	15 day deadline met
Name was forged on nomination paper of Worker's Party candidate for March Assembly elections.	1	Referred to PSNI	Yes

Informal Complaints Q4 2007

Nature of Complaint	No.	
EONI website address wrong on letterhead.	1	Website domain obtained and redirected to EONI website. Email issued to EONI staff advising to ensure correct website address printed on letterheads

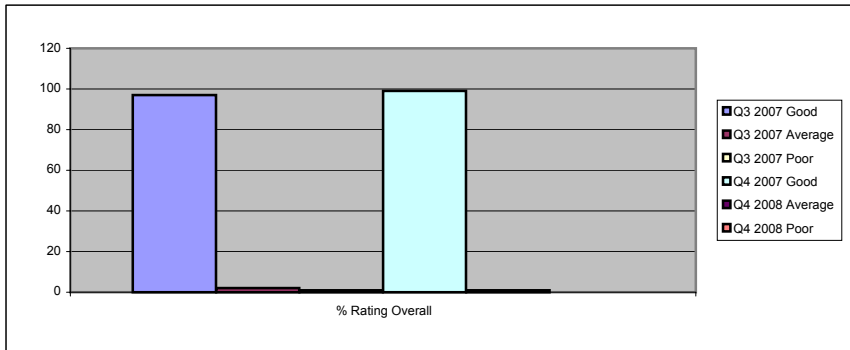
Customer Comment Card Trends Analysis

Purpose of visit	Q3 2007	Q4 2007
Application for Electoral Identity Card	23	55
Application to Register	16	47
Enquiry	22	26
Total	61	128



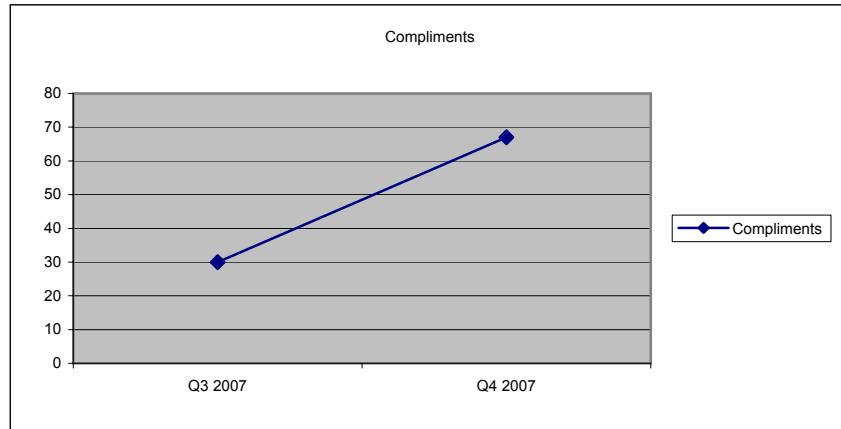
Rating of service provided:

	Q3 2007			Q4 2007		
% Rating Overall	Good	Average	Poor	Good	Average	Poor
% Rating Overall	97	2	1	99	1	0



Compliments

Q3 2007 **Q4 2007**
30 67



Suggestions for improvement

Q3 2007 **Q4 2007**
5 16

