

**Learning from Complaints 2018/19**

**Quarter 1**

Complaints submitted: 0

Complaints upheld: 0

Outcome:

**Quarter 2**

Complaints submitted: 15

Complaints Upheld: 2

Outcome: Most of the complaints were regarding the Electoral Canvass, this is a statutory process and is directive on the steps that the ERO must take. As such there is very little scope for the ERO to amend the processes involved. Two complaints were upheld, one due to our automated return site being down for a short period and another due to the Privacy notice on the Household Enquiry form. This form is designed by the Electoral Commission and is required to be used, it was agreed that the privacy notice could be clearer in its wording and this has been fed back to the Electoral Commission.

**Quarter 3**

Complaints submitted: 2

Complaints upheld: 1 (partial)

Outcome: The partially upheld complaint was concerning correspondence between Assessors and it is recommended that care be taken to ensure that only necessary information is shared.

**Quarter 4**

Complaints submitted: 1

Complaints upheld: 0

Outcome: The complaint concerned an electoral review letter that stated if there was no response then the person would be removed from the electoral register. This is correct and in line with Electoral Law, after reviewing the letter no changes are proposed as it is essential that the recipient is fully aware of the consequences of not responding to it if they are still eligible to be registered at that address.