

Learning from Complaints 2020/21

Quarter 1

Complaints submitted: 0

Complaints upheld: 0

Quarter 2

Complaints submitted: 0

Complaints upheld: 0

Quarter 3

Complaints submitted: 1

Complaints upheld: 0

Quarter 4

Complaints submitted: 3

Complaints upheld: 1

Outcome: The complaint that was upheld was due to an incorrect email address being used, staff were reminded of the importance of checking the input of email addresses and the incorrect address was removed from our systems

The remaining complaints that were not upheld concerned incorrect information being given out by a third party who wrongly claimed the ERO was the source of the information and a complaint about a poll card being sent to an elector who had moved. The elector was correctly shown on the register and was due to be removed at the next published update.