

## Learning from Complaints 2022/23

### Quarter 1

Complaints submitted	3
Complaints upheld	
Complaints partially upheld	3
Complaints not upheld	

A repeat complaint was received (partially upheld), relating to a prescribed (by the Electoral Commission) form that had been received. The original complaint had been passed to the EC for action/response, and this follow up complaint was also conveyed. Steps have been taken to ensure the complainant is not affected by this communication again in the near future.

A complaint was received surrounding the handling of an electors report (to us) of a data breach. The person was unhappy in the way their call was handled. Learning outcomes from this event will be discussed by the management team at their next scheduled meeting.

The third complaint surrounded the mis-spelling of a persons name, and the incorrect input (by our teams) of a NINO in to our system, the result being DWP verification failed. The cause of this is a combination of input error, and unclear hand writing. The complaint was partially upheld on the basis of an input error by our teams.

### Quarter 2

Complaints submitted	0
Complaints upheld	
Complaints partially upheld	
Complaints not upheld	

Quarter 2 of 2022/23 saw no complaints being recorded.

### Quarter 3

Complaints submitted	1
Complaints upheld	
Complaints partially upheld	
Complaints not upheld	1

There was a single complaint in Quarter 3 which related to the change in deadline for a proxy request to be made for a local by-election. The deadline is a statutory one, and altered due to the additional public holiday following the death of HM Queen Elizabeth II. Details of the change were publicised on our website, as well as Electoral Commission websites. The complaint was not upheld.

#### **Quarter 4**

Complaints submitted	0
Complaints upheld	
Complaints partially upheld	
Complaints not upheld	

Russell Hewton  
Assessor & ERO  
18/04/2023