



Learning from Complaints 2021/22

Quarter 1

Complaints submitted: 3

Complaints upheld: 0

Outcome: The complaints all related to electoral registration – two complaints related to stakeholders who were not eligible to vote in the Scottish Parliamentary Election due to electoral law and were resolved at Stage 1 – Frontline Resolution. The third complaint related to an elector who had incorrect information held by a Credit Reference Agency and requested the ERO to amend the data held by the third party. This complaint was resolved at Stage 2 – Investigation by confirming the information held by the ERO was correct and explaining the Credit Reference Agency is a separate entity/data controller and therefore elector would need to contact the third party directly.

No complaints were upheld.

L Hendry
Assistant Assessor

12th July 2021