



## **Learning from Complaints 2021/22**

### **Quarter 2**

Complaints submitted: 2

Complaints upheld: 1

Outcome: The complaints all related to electoral registration – one complaint related to the Canvass 2021 and the stakeholder unhappy with the member of the Electoral Team who visited her property. This complaint was resolved at Stage 1 – Frontline Resolution. The second complaint related to an elector being informed of their postal vote being rejected. On investigation, the issue with the postal vote being rejected was due to the date of birth being incorrectly entered on to the Electoral Registration Officer's electoral management system. An apology was issued to the elector and date of birth correctly input. The complaint was upheld and resolved at Stage 1 – Frontline Resolution

L Hendry  
Assistant Assessor

1<sup>st</sup> October 2021