

Legal and Democratic Annual Complaints Log 2016/17

Legal and Democratic Complaints summary

Total number of complaints	2
<i>Of these 2 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGO	1
Elections	1
Land	1

Example of complaint that resulted in explicit learning points or service improvements (1)

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
13-Jul-16	Complainant registered their proxy vote for the EU Referendum. Correspondence, including the proxy poll card was sent incorrectly to the complainant's home address, instead of the appointed proxy voter's address. As the complainant was away, their vote by proxy was not completed.	Apology given. The proxy vote was set up but an error was made during the processing of the form and their address was not set up correctly as the correspondence address. This resulted in the confirmation letter and subsequent proxy poll card not being sent to the correct place.	There are strict controls in place when processing all absent vote applications. This was an isolated incident and will be used as a learning point.	15-Jul-16