



Scottish Independence Referendum
18 September 2014

Frequently asked questions (FAQs)

Issues and actions for staff
supporting the Scottish
Independence Referendum

How to use this guide – a message to Counting Officers and Electoral Registration Officers

This publication has been designed as a resource for Counting Officers and Electoral Registration Officers to support the training and briefing of support staff in relation to the Scottish Independence Referendum to be held on 18 September 2014.

It can be used either as a resource to reinforce key messages from briefing/training sessions for support staff or as an information and reference tool to be used in conjunction with locally produced information sources. The information is divided into 11 key sections. Questions are numbered to make cross-referencing easier.

The material has been designed for staff who do not work within the referendum office and provides basic procedural guidance that can be passed on to members of the public to clarify key issues around the registration and referendum process. Staff must pass more complex questions to the referendum office or the Electoral Registration Office as appropriate.

The guide is designed for use by the following types of staff who may be asked to support the referendum locally:

- call centre staff
- local authority reception and administrative support staff who are not part of the referendum team
- electoral registration staff
- staff working in information centres and one-stop shops

Staff using this document should take care not to stray from the answers provided other than when they have been expressly advised that they may do so by the Counting Officer or the Electoral Registration Officer.

You should remind staff that there are many areas where they are unable to comment and must not show a bias. Therefore, all responses given should be politically neutral, should not be in support of or in opposition to any campaign nor should they be capable of being interpreted as such.

Staff will need contact details for the referendum office and the Electoral Registration Office where they can refer callers for help in cases where their queries are more complicated and cannot be answered using this guide. Where there is an agreement between the Counting Officer and the Electoral Registration Officer, council staff can be given copies of registration forms for issuing to callers. Where registration forms are issued directly to callers, staff should be reminded to advise them that these forms should be returned directly to the Electoral Registration Office by Tuesday 2 September 2014.

The FAQs are supplied as a Microsoft Word document, to allow you to customise them with your own local information. In particular you should ensure that contact staff are made aware of the dates of issue of poll cards and postal votes locally to enable them to deal with enquiries efficiently.

How to use this guide

A message to front line staff from the Counting Officer/Electoral Registration Officer*

(Personalise with your local details)

The Scottish Independence Referendum is one of the most important electoral events in Scotland's history. It is my job, *as Counting Officer, to make sure that the referendum is well run in our local area/as Electoral Registration Officer to ensure that the electoral registration processes are well run in our local area**, contributing to the success of the event in Scotland as a whole.

One of the most important parts of organising the referendum is making sure that people are well-informed – that they know when the referendum will take place, how to find out if they are eligible to vote, where their polling place will be, how to register to vote or how to get a postal or proxy vote if they need to.

This is where you come in – it will be your job to make sure that people who contact the *council/electoral registration office** get the right information to help them understand how the referendum will be organised in our area and how they can be part of it.

This guide contains a list of the questions that we think you will be faced with most often, together with the answers to them. They are organised in eleven separate sections and two contact lists detailed in the [Contents](#) below. To make it easier to refer back and forward in the document, the questions have been numbered and there are hyperlinks at the end of each section to take you quickly back to the [Contents](#) page or the [Quick Guide](#). It may seem a lot to take in at first, but you should soon be able to find your way around it quite easily. Keep to the answers provided and be careful not to say anything that shows, or could seem to show, a bias for or against any of the campaigns or either of the referendum outcomes.

When you are asked a question that isn't covered by the guidance, don't be tempted to guess at an answer. If you don't know it, refer the caller on to someone who does. If you can't find the answer on the spot, take a note of the caller's details and either call them back or pass them on.

Key contacts and website references are listed on the following pages together with some important dates which it is useful for you to know.

The referendum will be run on the basis of council boundaries, so it is always worth checking with callers which council area they live in. If they don't live within our area, be sure to give them contact details for the correct Counting Officer or Electoral Registration Officer, depending on their query. Contact details for all Counting Officers and for all Electoral Registration Officers are provided at the end of the document.

Your contribution is really important to local voters. As Counting Officer/Electoral Registration Officer, I thank you on their behalf.

(Insert signature and name of Counting Officer/Electoral Registration Officer)

*delete where inapplicable

FAQs – Quick guide to contact details, website details and key dates

(insert your own key information below)

Referendum Contact Details

Office	Name of contact	Contact details	Email
Referendum Office			
Electoral Registration Office			

Website details

Organisation	Website address	Comment
Council		
Electoral Registration Officer		
Chief Counting Officer	http://www.electionsscotland.info/	
Electoral Commission (forms)	www.aboutmyvote.co.uk	To download registration forms etc.
Electoral Commission (general info)	www.electoralcommission.org.uk	For information about the Commission itself
Electoral Commission (referendum info)	scotreferendum@electoralcommission.org.uk	For referendum specific information

Key dates at the referendum

Date of the referendum	Thursday 18 September 2014 – polling is from 7am to 10pm
Deadline for registering to vote	Midnight on Tuesday 2 September 2014
Deadline for submitting new applications for postal, proxy or proxy postal votes, or for changing from postal to proxy or proxy to postal voting.	5pm on Wednesday 3 September 2014
Deadline for applying for an emergency proxy vote (without attestation)	Midnight on Wednesday 10 September 2014
Deadline for applying for an emergency proxy vote (with attestation)	5pm on referendum day - Thursday 18 September 2014
Deadline for applying for a replacement vote (where spoilt or lost)	5pm on referendum day - Thursday 18 September 2014
Dates of issue of poll cards	<i>Insert your issue dates here</i>
Dates of issue of postal votes	<i>Insert your issue dates here</i>

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1. The referendum

No.	Issue/question	Answer	Action
1.1	When is the referendum?	The referendum will be held on Thursday 18 September 2014 . Polling will be between 7a.m. and 10p.m.	
1.2	What is the referendum about?	The referendum is seeking your view on whether Scotland should be an independent country.	<ul style="list-style-type: none"> • Be very careful when answering this question to remain neutral and not to suggest support for either campaign.
1.3	How do I find out more about the referendum?	<p>There is information on the Electoral Commission website and on the Council's website. The Electoral Commission will distribute a leaflet to every household in Scotland in the month of August 2014 giving information about the referendum.</p> <p>Questions relating to 'what happens if there is a yes vote/no vote' should not be answered. Instead take the action detailed above.</p> <p>If callers wish, you could give them the email addresses or contact details for both of the designated organisations (the organisations leading the campaigns for each of the referendum outcomes). Be careful to provide both contact addresses, so as not to seem to show a preference for one of them.</p>	<ul style="list-style-type: none"> • Information is available from the Electoral Commission at www.electoralcommission.org.uk • The designated organisations are <ul style="list-style-type: none"> - for the Yes campaign - Yes Scotland - for the No campaign - Better Together

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2. Registration

No.	Issue/question	Answer	Action
2.1	Am I eligible to register to vote?	<p>You can only vote if you are registered. You can register if:</p> <ul style="list-style-type: none"> • you will be 16 years of age by the date of the referendum; and • you are a British, Irish or qualifying Commonwealth citizen (i.e. you have leave to remain or don't require leave to enter or to remain in the UK) permanently resident in Scotland; or • you are a relevant citizen of the European Union permanently resident in Scotland. • Some people can also register as a Service Voter or Crown Servant posted overseas – see Section 5 and 6 below for further information. 	<ul style="list-style-type: none"> • Check whether callers live in your council area. If callers want more information, direct them to the relevant Electoral Registration Office or to www.aboutmyvote.co.uk. (You may wish to add link to your ERO's website here.) • If they don't know whether they are citizens of a Commonwealth country, refer to the list of Commonwealth countries (which includes British sovereign states) in Section 12 below. • If callers are Commonwealth citizens but are unsure whether they have leave to remain in the UK or whether they don't require leave to enter or to remain in the UK, refer them to the Electoral Registration Office. • If callers don't know whether they are citizens of a European Union member state refer to the list of EU countries in Section 12 below. • Service voters/Crown servants. See Section 6 below. • If they wish to register, follow the procedure in the answer to question 2.3 below.

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No.	Issue/question	Answer	Action
2.2	Am I registered to vote?	<ul style="list-style-type: none"> • The Electoral Registration Office can tell you. (If, however, you are only eligible to be on register of young voters, the information can only be given in writing and not by telephone) • If your household filled in the annual canvass form in 2013/14, you should still be registered. • You will need to register again if you have moved home since then and have not already submitted an application to register at your new address. 	<ul style="list-style-type: none"> • Check whether callers live in your council area. If they do, refer them to the local Electoral Registration Office to check that they are registered. If not, check their postcode on www.aboutmyvote.co.uk to see which Electoral Registration Office they should contact.
2.3	How do I register to vote?	<ul style="list-style-type: none"> • You must submit an application form to be in the hands of the Electoral Registration Officer by midnight on Tuesday 2 September 2014. 	<ul style="list-style-type: none"> • If callers need to register, refer them to the Electoral Registration Office for information and an application form as above; or • explain they can download registration forms from www.aboutmyvote.co.uk or from the Electoral Registration Office's website. (You could add link to your ERO's website here.); or • supply a form if you have been authorised to do so. Where forms are supplied, you should advise callers to return them directly to the Electoral Registration Office. • Remind callers that registration forms must be returned to the Electoral Registration Office by midnight on Tuesday 2 September 2014 to vote in the referendum.

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No.	Issue/question	Answer	Action
2.4	If I pay council tax am I automatically registered?	<ul style="list-style-type: none"> No. Registration is a separate process performed by your local Electoral Registration Office. The requirements for registering to vote are different from those to pay council tax so one cannot be used to add names to the other. 	<ul style="list-style-type: none"> Transfer callers to the Electoral Registration Office to check that they are registered. If callers need to register, refer them to the Electoral Registration Office: or tell them to download a registration form from www.aboutmyvote.co.uk or from the Electoral Registration Office's own website; or supply a form if you have been authorised to do so. Where forms are supplied, advise callers to return them directly to the Electoral Registration Office. Remind callers that registration forms must be returned to the Electoral Registration Office by midnight on Tuesday 2 September 2014 to vote in the referendum.
2.5	I have completed and returned my census form. Does this mean I am registered to vote?	<ul style="list-style-type: none"> No. Registration is a separate process performed by your local Electoral Registration Office. There are specific requirements to be able to register to vote whereas the census must include everyone. 	<ul style="list-style-type: none"> See actions for 2.4 above.

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No.	Issue/question	Answer	Action
2.6	I am an overseas voter. Can I register to vote at the referendum?	<ul style="list-style-type: none"> • The only overseas voters who can vote at the referendum are armed forces voters or Crown Servant voters posted overseas. <p>However,</p> <ul style="list-style-type: none"> • Voters on the local government electoral register who are temporarily abroad for employment or holiday purposes can apply for a postal vote or someone to vote on their behalf, called a proxy. <ul style="list-style-type: none"> • Note that the deadlines for registering to vote at the referendum and for applying for a postal or normal proxy vote are different:- <ul style="list-style-type: none"> • registration deadline – midnight on Tuesday 2 September 2014 • postal/proxy vote application deadline – 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> • If the caller needs further information, pass to the Electoral Registration Office. • Explain that they can download a registration form or an application form for a postal or proxy vote from www.aboutmyvote.co.uk or from your Electoral Registration Office's own website; or • supply a form if you are authorised to do so. If you supply a form, advise that it must be returned to the Electoral Registration Office. • Remind callers that applications for registration have to be returned directly to the Electoral Registration Office by midnight on Tuesday 2 September 2014; and that • applications for postal or proxy votes must be returned to the Electoral Registration Office by 5pm on Wednesday 3 September 2014.

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No.	Issue/question	Answer	Action
2.7	Missed the deadline to register to vote (if caller calls after Tuesday 2 September 2014 the registration deadline)	<ul style="list-style-type: none"> You have missed the deadline to get on the register at your current address for the referendum. However, you can register now for future elections or referendums if you wish. If you are still registered at your old address, you may still be able to vote at the polling place for that address. Suggest the caller contacts the Electoral Registration Office (ERO) to check if they are registered. If they are not registered and have recently moved, they should check with the ERO in the area where they used to live. 	<ul style="list-style-type: none"> If they wish to register for future elections, use the information in question 2.3 above. If their previous address was in your local area – transfer call to Electoral Registration Office for that address. If their previous address was outwith your local area and if they know their previous postcode, you can search for their old Electoral Registration Office’s contact details by going to www.aboutmyvote.co.uk
2.8	After Tuesday 2 September 2014 I am too late to register to vote at the referendum, so how do I register for future elections?	<ul style="list-style-type: none"> First of all, it is worth making sure that you are not already registered to vote at the referendum. The Electoral Registration Office can check and confirm. If, however, you are not already registered, you can register for future elections by filling in a form and returning it to your Electoral Registration Office. 	<ul style="list-style-type: none"> Refer callers to the Electoral Registration Office to confirm whether they need to register. Tell them that they can download registration forms from www.aboutmyvote.co.uk or from your Electoral Registration Office’s website: or Supply a form if you have been authorised to do so. Advise callers to return them directly to the Electoral Registration Office.

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No.	Issue/question	Answer	Action
2.9	I sent my electoral registration form in ages ago but I'm still not on the register.	<ul style="list-style-type: none"> • It can take up to seven weeks for your name to be added to the register. • The register of electors is usually updated monthly and there is a monthly cut-off date for receipt of forms. If you missed this date your details should be included in the next month's update if you satisfied the legal requirements. The Electoral Registration Office can confirm this. • However, you will be added to the register in time to vote at the referendum, if your application details are all correct and if your registration form was received by the Electoral Registration Office by midnight on Tuesday 2 September 2014. If you are not sure whether your form was received please contact your Electoral Registration Office. 	<ul style="list-style-type: none"> • Pass to the Electoral Registration Office. • Transfer caller to the Electoral Registration Office to check that they are registered. • If they wish, provide contact details from www.aboutmyvote.co.uk or your ERO's own website
2.10	What are the monthly cut-off dates?/Any question about a specific month's cut-off date.	<ul style="list-style-type: none"> • Midnight on Tuesday 2 September 2014 is the deadline for registration for the referendum. 	<ul style="list-style-type: none"> • Refer to the Electoral Registration Office if more detail is required.
2.11	Must my name and address appear in the electoral register?	<ul style="list-style-type: none"> • In certain circumstances, the law provides for electors to have anonymous registration, which means that their names and addresses do not need to appear in the register or polling list. 	<ul style="list-style-type: none"> • Refer these callers directly to the Electoral Registration Office to find out if they are eligible to be registered anonymously.

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No.	Issue/question	Answer	Action
2.12	I'm a student and I'm not sure where I should register to vote.	<ul style="list-style-type: none"> • Students may be entitled to register at either or both their home address and their term time address. • However you must only vote once at the referendum. 	<ul style="list-style-type: none"> • Offer to give information on registering to vote. See question 2.3 above. • Remind them that midnight on Tuesday 2 September 2014 is the deadline for registering to vote at the referendum. • For more complicated queries give contact details/pass to the Electoral Registration Office.
2.13	I've just turned 16 or am about to turn 16 and want to register.	<ul style="list-style-type: none"> • Same process as 'How do I register to vote' provided you are 16 years of age by 18 September 2014 – See question 2.3 above. • Point out that, although 16 year olds can vote at the referendum, they cannot vote at elections to local councils, to the Scottish Parliament, to the Westminster Parliament or to the European Parliament until they are 18. • Although they cannot yet vote at other main electoral events, they may still be eligible for inclusion on the electoral register as "attainers" (persons who will become eligible to vote on their 18th birthday). 	<ul style="list-style-type: none"> • Refer them to the Electoral Registration Office for information and an application form; or • explain they need a special form - the Scottish Independence Referendum Young Voter Form – which they can download from www.aboutmyvote.co.uk or from your Electoral Registration Office's website. • supply a form if you have been authorised to do so. Where forms are supplied, you should advise callers to return them directly to the Electoral Registration Office. • Remind them that registration forms must be returned to the Electoral Registration Office before midnight on Tuesday 2 September 2014 to vote in the referendum.

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No.	Issue/question	Answer	Action
2.14	Will young voters' personal information be made public?	<ul style="list-style-type: none"> • The register of young voters (voters who will attain the age of 16 by the date of the referendum) will not be published or made available to persons outwith the Electoral Registration Office. • On referendum day, polling stations will have a special register, called the polling list, which combines the register of electors and the register of young voters. This polling list will not show the ages of the voters listed, so the identities of young voters will be protected. • Voters who are on the full electoral register can apply to have their entry excluded from the edited register that is available for sale. See question 2.16. 	<ul style="list-style-type: none"> • Pass on more complicated queries to the Electoral Registration Office • Refer to the Electoral Registration Office for further information.
2.15	I'm homeless / live on a house boat/caravan / in a mental hospital / remanded in custody, can I register?	<ul style="list-style-type: none"> • Yes. You can make something called a 'declaration of local connection'. You should contact the Electoral Registration Office. 	<ul style="list-style-type: none"> • Pass on to the Electoral Registration Office or supply contact details.

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No.	Issue/question	Answer	Action
2.16	What are the full and edited registers?	<p>There are two versions of the electoral register (voters roll):</p> <ul style="list-style-type: none"> • The full register includes the names of all those registered to vote in a local area and is used for electoral and limited legal purposes only. One of these purposes is credit referencing. • The edited register can be sold to anyone for any purpose and includes the names of all those who have not 'opted out' of their details being included on it. You can opt out when you register so that your details are not in the edited register. • The register of young voters, made up of the details of young people who will be 16 on referendum day, is a separate document and will not be available for inspection or for sale. 	<ul style="list-style-type: none"> • Pass on more complex queries to the Electoral Registration Office.
2.17	Are my details on the edited register and if so, can they be removed?	<ul style="list-style-type: none"> • You will need to contact your Electoral Registration Office. • If your details are in the edited register and you wish to have them removed from future versions of this register your Electoral Registration Office will be able to help. 	<ul style="list-style-type: none"> • Pass to the Electoral Registration Office

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3. Absent voting – i.e. voting by post or by proxy

3A. - Deadlines

No.	Issue/question	Answer	Action
3.1	I don't want to vote in person at the referendum. What are my options?	<ul style="list-style-type: none">You can opt to vote by post. You don't have to give reasons for wanting a postal vote – you just have to be a registered voter and to apply to the Electoral Registration Office by the deadline of 5pm on Wednesday 3 September 2014.Further information on postal voting is discussed in Section 3B below.If postal voting is not suitable for you, you may, in certain circumstances, be eligible to vote by proxy – that is, to nominate someone to vote on your behalf. You have to give reasons for your absence.Further information on proxy voting is discussed in Section 3C below.	<ul style="list-style-type: none">Ask callers if they are already registered to vote. If not, or they are unsure, follow the procedure in the answer to question 2.3 above.Remind them that the deadline for new applications to register to vote at the referendum is midnight on Tuesday 2 September 2014If they wish to vote by post follow the procedure in question 3.5 below.As above, ask callers if they are already registered to vote. If not, or they are unsure, follow the procedure in the answer to question 2.2 above.If they are interested in voting by proxy, advise them that entitlement to proxy voting is not automatic and refer them to the Electoral Registration Office.

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No.	Issue/question	Answer	Action
3.2	I want to vote by post or proxy. If after the deadline - of 5pm on Wednesday 3 September 2014.	<ul style="list-style-type: none"> You have missed the deadline to apply for a postal vote or normal proxy vote (except for emergency proxies) for the referendum. You can still apply for a postal vote for future elections/referendums now if you wish. <p>However–</p> <ul style="list-style-type: none"> You may be able to apply for an emergency proxy vote up until 5pm on referendum day - Thursday 18 September 2014 if, after the deadline for normal proxy votes, you find that you will be unavoidably and unforeseeably away from your registered address on referendum day and you can't attend the polling station assigned to you. Further information on emergency proxies is contained in Section 3C questions 3.23 and 3.24. 	<ul style="list-style-type: none"> Explain that the deadline is past for a postal vote or a normal proxy vote at the referendum. Transfer to the Electoral Registration Office or provide contact details. Advise that they can download postal and proxy forms for future electoral events from www.aboutmyvote.co.uk or your ERO's website. The granting of an emergency proxy is not automatic. Refer caller to the Electoral Registration Office for more information and an application form. Application forms for emergency proxies can be downloaded from www.aboutmyvote.co.uk or from your Electoral Registration Office website. See also question 3.24 below on information to be provided by applicants for emergency proxies. Remind callers that applications for emergency proxies must be returned to the Electoral Registration Office by 5pm on referendum day - Thursday 18 September 2014.

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No.	Issue/question	Answer	Action
3.3	I want to change the method by which I vote. If before 5pm on Wednesday 3 September 2014	<ul style="list-style-type: none"> • There are three methods of voting, in person at a polling station, by post or by proxy (where you nominate another person to vote for you). Proxies can also opt to vote by post. • You can apply to the Electoral Registration Office to change the way in which you usually vote, so long as you do this by the deadline of 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> • Refer to the Electoral Registration Office for further information and application forms. • Remind them that applications must be returned to the Electoral Registration Office by the deadline of 5pm on Wednesday 3 September 2014 to be effective for the referendum.
3.4	I want to change the way in which I vote. If after 5pm on Wednesday 3 September 2014 .	<ul style="list-style-type: none"> • It is now too late to change the method by which you vote at the referendum unless you require an emergency proxy. • If, however, you want to change the method by which you vote at future elections, you should contact the Electoral Registration Office. 	<ul style="list-style-type: none"> • For further information on emergency proxies see questions 3.23 and 3.24 below • Pass to Electoral Registration Office or provide contact details.

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3B. - Postal Voting

No.	Issue/question	Answer	Action
3.5	How do I get a postal vote?	<ul style="list-style-type: none"> • First of all, to qualify for a postal vote, you must be a registered voter at the referendum • You can get an application form from the local Electoral Registration Office. • You could also download one from www.aboutmyvote.co.uk or from the local Electoral Registration Office website • You need to return the completed application form to the Electoral Registration Office by 5pm on Wednesday 3 September 2014 for it to be valid for the referendum. 	<ul style="list-style-type: none"> • Ask if they are registered to vote. If not, or they are unsure, refer them to the Electoral Registration Office: or follow procedure in the answer to question 2.2 above. • Refer them to www.aboutmyvote.co.uk or your Electoral Registration Office website where they can download a form. • Issue a form if you have been authorised to do so; but remind them that it must be returned directly to the Electoral Registration Office: and • Remind them that the deadline date for the return of postal vote applications is 5pm on Wednesday 3 September 2014.
3.6	For what period does my postal vote last?	<ul style="list-style-type: none"> • You can apply for a specific election or referendum, a specific time period, or for a permanent one which lasts until you cancel it or move home. 	<ul style="list-style-type: none"> • Pass to Electoral Registration Office if callers require more information.

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No.	Issue/question	Answer	Action
3.7	<p>It is before 5pm on Wednesday 3 September 2014.</p> <p>I have received a postal ballot paper but I no longer want to vote by post.</p>	<ul style="list-style-type: none"> If you have received a postal vote and you no longer wish to vote by post, you can apply to the Electoral Registration Office to have your postal vote cancelled and to change the method in which you vote – either to vote in person or by proxy. Your request to cancel must be made in writing by 5pm on Wednesday 3 September 2014. You must return your postal ballot pack unused. If you have already voted by post you cannot change your method of voting. 	<ul style="list-style-type: none"> Ask callers if they have already used their postal vote. If so, they cannot cancel it. If they have not voted, advise them to contact the Electoral Registration Office immediately in writing to cancel. Advise them that they must return the unwanted postal vote unused
3.8	<p>It is after 5pm on Wednesday 3 September 2014. I have received a postal ballot paper but I no longer want to vote by post.</p>	<ul style="list-style-type: none"> It is now too late for you to cancel your postal vote for the referendum. However, you can still use your vote. If you don't want to return it by post you can return it by hand to (Insert details of any places in your local area where people can hand in postal votes such as council offices) before 10pm on referendum day - Thursday 18 September 2014: or You can deliver it by hand to any polling station in the council area where you are registered to vote on referendum day – Thursday 18 September 2014 - between 7am and 10pm. If you want to change the method in which you vote for future elections, you must contact the Electoral Registration Office. 	<ul style="list-style-type: none"> Give details of places locally where postal votes can be delivered by hand either before or on referendum day. Emphasise that votes can only be handed in to polling stations within your council area if voters are registered to vote there. Pass to local Electoral Registration Office or supply contact or website details.

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No.	Issue/question	Answer	Action
3.9	I haven't received my postal ballot paper yet.	<ul style="list-style-type: none"> <li data-bbox="546 252 1417 363">• The date on which your postal vote is issued will depend on whether you were already on the existing list of postal voters as at (CO to add date after consultation with ERO). <li data-bbox="546 411 1417 639">• Voters who were on the existing list will receive their votes earlier than those who applied later. It is likely that postal packs will be sent out to voters on the existing list by the date stated on your poll card. (CO should add date of issue of postal votes. Note the direction by the CCO that postal votes should be issued between 26 and 28 August) <li data-bbox="546 687 1417 954">• If it hasn't arrived by the date stated on your poll card and at least 4 days before referendum day, or you have lost it, you can get a replacement ballot pack from the referendum office, up until 5pm on referendum day - Thursday 18 September 2014. To get a replacement after 5pm on Wednesday 17 September 2014, you will have to apply in person. You will need to take identification with you. 	<ul style="list-style-type: none"> <li data-bbox="1453 252 2072 480">• Your local referendum office should advise you of the anticipated and actual dates of issue of postal votes so you can provide this information to callers. If you have not been advised of dates, refer callers to the local referendum office. <li data-bbox="1453 687 2072 916">• Pass to the referendum office for details of the required identification if they need a replacement postal vote and to arrange a convenient time for the replacement to be made if request is after 5pm on Wednesday 17 September 2014.

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No.	Issue/question	Answer	Action
3.10	What is in the postal vote pack?	<ul style="list-style-type: none"> • The postal vote pack will contain: <ul style="list-style-type: none"> • Your ballot paper • A postal voting statement • Return envelopes and • Instructions on how to return your vote <p><i>(COs may wish to amend this entry depending on the style of their postal vote pack)</i></p>	<ul style="list-style-type: none"> • Refer enquiries on the contents of the pack or how to use it to the Referendum Office.
3.11	How does the postal voting statement work?	<ul style="list-style-type: none"> • This document will arrive in your postal vote pack with your ballot paper. You must complete and return it or your vote will not count. • You must provide your signature and date of birth. These will be checked against your original postal vote application. If you are unable to provide a consistent signature you should contact the Electoral Registration Office who may, in certain circumstances, be able to provide a “waiver” which means that you don’t have to sign the statement. See questions 3.13 and 3.14 below. • Detailed instructions will be provided in your postal ballot pack, or you can get more information from the referendum office. 	<ul style="list-style-type: none"> • Advise them that their postal vote pack will contain full information on how to complete and return the ballot paper and the statement. • If they wish, provide referendum office contact details or transfer call.

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No.	Issue/question	Answer	Action
3.12	<p>Why do I have to give my date of birth and signature?</p> <p>How is it secret?</p>	<ul style="list-style-type: none"> • When you apply for a postal (or proxy) vote you must provide your date of birth and signature unless you have arranged with the Electoral Registration Office to have a signature waiver (see questions 3.13 and 3.14 below). • With your postal ballot paper there will be a separate statement on which you will be asked for the same details. This is for security reasons and the details must match those in your application for your vote to be counted. • However, you can be assured that the statement is separated from the ballot paper when it is received. This happens before the sealed ballot paper envelope is opened and the vote is counted. This keeps your vote secret; no one will be able to find out how you voted. 	<ul style="list-style-type: none"> • If they want to discuss any aspect of postal vote security or who has their personal details further, pass on to referendum office.
3.13	I can't write or sign my name. What should I do?	<ul style="list-style-type: none"> • You can ask the Electoral Registration Office to waive the need for you to sign your name if you cannot write or cannot sign your name. • The Electoral Registration Office must receive your application by 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> • Refer to the Electoral Registration Office
3.14	I can sign my name but my signature isn't consistent.	<ul style="list-style-type: none"> • You can ask the Electoral Registration Office to waive the need for you to sign your name if you cannot sign your name in a consistent way. • The Electoral Registration Office must receive your application by 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> • Refer to the Electoral Registration Office

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No.	Issue/question	Answer	Action
3.15	My relative cannot write or sign their name. I have power of attorney, so can I fill in their postal voting statement on their behalf?	<ul style="list-style-type: none"> • No. The postal voting statement must be signed by the person it was sent to. Power of attorney does not entitle you to vote on another person's behalf. • Your relative can ask the Electoral Registration Office to waive the need for them to sign their name if they cannot write or cannot sign their name in a consistent way. • The Electoral Registration Office must receive an application by 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> • If more information is required, pass to Electoral Registration Office
3.16	How secure is a postal vote? / Any question or challenge about the security of voting.	<ul style="list-style-type: none"> • It is an offence to complete a postal vote that is not your own, or to intimidate voters. If you have any allegations of fraud, they should be referred to the police and/or the referendum office. 	<ul style="list-style-type: none"> • If they wish, provide referendum office contact details in the first instance or a contact for the police.

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No.	Issue/question	Answer	Action
3.17	I've lost/haven't received my postal vote.	<ul style="list-style-type: none"> • You can get a replacement ballot paper from your local referendum office, up until 5pm on referendum day - Thursday 18 September 2014. • The replacement can be made by post or in person up until 5pm on Wednesday 17 September 2014. After that time, it can only be issued to you in person. • You are likely to require identification. 	<ul style="list-style-type: none"> • Pass the enquiry to the referendum office for details of how the replacement will be made and of any identification that will be required.
3.18	I've made a mistake filling in my postal ballot paper.	<ul style="list-style-type: none"> • You may need a replacement postal ballot pack • You can get a replacement ballot pack from your local referendum office, up until 5pm on referendum day (Thursday 18 September 2014). You will need to return the whole ballot paper pack previously issued to you – ballot paper, postal voting statement and envelopes - before you can have a replacement. • The replacement can be made by post or in person up until 5pm on Wednesday 17 September 2014. After that time, it can only be issued to you in person. • You cannot be issued with a new ballot paper at a polling station. 	<ul style="list-style-type: none"> • Pass the enquiry to the referendum office.

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No.	Issue/question	Answer	Action
3.19	I have a postal vote but I don't want to post it/I'm too late to post it.	<ul style="list-style-type: none"> You can drop your ballot paper off on referendum day - Thursday 18 September 2014 at the referendum office, to your normal polling station, or to any polling station in the council area from which the vote was issued. There may also be facilities for you to hand them in to council offices. (CO to confirm any local arrangements here.) Make sure you do it before the poll closes at 10pm. If you can't hand it in yourself, you can ask someone else to hand it in on your behalf. You cannot be given another ballot paper at the polling station. Contact your local referendum office to find out where their office is or for the address of your nearest polling station. 	<ul style="list-style-type: none"> If they wish, provide referendum office contact details. Give details of any council premises where arrangements have been made for postal ballots to be handed in.
3.20	Have you received my postal vote?	<ul style="list-style-type: none"> The referendum office will be able to tell you. 	<ul style="list-style-type: none"> Provide referendum office contact details/ pass to referendum office.

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3C. – Proxy voting

No.	Issue/question	Answer	Action
3.21	I can't vote in person but don't want to vote by post.	<ul style="list-style-type: none"> You may qualify to vote by proxy. Voting by proxy means that a person of your choice casts your vote on your behalf, either at a polling station or by post. The Electoral Registration Office must receive your proxy vote application by 5pm on Wednesday 3 September 2014 if it is to be valid for the referendum. Special arrangements can apply in emergencies. See Question 3.23 below. 	<ul style="list-style-type: none"> Ask callers if they are registered to vote. If not, or the caller is unsure, follow the procedure in the answers to questions 2.3 and 3.1. Refer to the Electoral Registration Office for further information and an application form; or Callers can download a form from www.aboutmyvote.co.uk or from your ERO's own website. Remind them that the deadline for normal proxy applications is 5pm on Wednesday 3 September 2014.
3.22	Who is eligible for a proxy vote?	<ul style="list-style-type: none"> To vote by proxy for the referendum only, you must be a registered voter and must have a reason – e.g. being on holiday. You will not have to provide any proof. You must provide your date of birth and signature. Only those with a specific reason such as a disability, being unavoidably absent for work reasons or being overseas, can vote by proxy for a period of time. Contact local Electoral Registration Office for information and an application form. Applications for normal proxy votes must be submitted by 5pm on Wednesday 3 September 2014. 	<ul style="list-style-type: none"> Refer to the Electoral Registration Office for further information and an application form; or Callers can download a form from www.aboutmyvote.co.uk or from your ERO's own website. Remind them that the deadline for normal proxy applications is 5pm on Wednesday 3 September 2014.

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No.	Issue/question	Answer	Action
3.23	I now can't get to the polling station on referendum day. How can I get an emergency proxy vote?	<ul style="list-style-type: none"> • There is also provision for the granting of emergency proxies up until 5pm on referendum day - Thursday 18 September 2014. • This means that a person you choose will be able to cast your vote for you at the polling station where you were due to vote. • You may qualify for an emergency proxy vote if, after the deadline for applications for normal proxy votes (Wednesday 3 September 2014), you find that you will be unavoidably and unforeseeably away from your registered address on referendum day and you can't attend the polling station assigned to you because of any of the following: <ul style="list-style-type: none"> • a disability or illness; • unavoidable and unforeseen absence; or • unforeseen reasons relating to your occupation, service or employment. 	<ul style="list-style-type: none"> • Advise callers to contact the Electoral Registration Office for further information and an application form. • Applications must be made directly to the Electoral Registration Office. • Remind them that the deadline for applications is 5pm on referendum day - Thursday 18 September 2014 and that applications received on or after Thursday . 11 September 2014 will need to include an attestation (written confirmation from a relevant person). See Question 3.24 below.

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No.	Issue/question	Answer	Action
3.24	What information will I have to supply with my emergency proxy application?	<ul style="list-style-type: none"> • You will have to give the reason for your inability to attend the polling station and advise the Electoral Registration Office of the date that this became known to you. • If your absence is for reasons of employment, you will need to provide details of your employer, or your occupation, or service as well as of the date you learned that you would be required to work away from the area. • If your application is submitted on or after Thursday 11 September 2014 your form will have to include an attestation (a signed statement confirming that you are unable to attend the poll) by someone who is over 18, knows you and is not related to you. If your absence is for employment, this attestation must be by your employer or another employee (such as a personnel officer) authorised to provide it. • Service voters do not need an employer's attestation. • The deadline for submitting your application to the Electoral Registration Office is 5pm on referendum day - Thursday 18 September 2014. 	<ul style="list-style-type: none"> • Advise callers to contact the Electoral Registration Office for further information and an application form. • Application forms can be downloaded from www.aboutmyvote.co.uk or from your ERO's own website. • Remind callers that completed applications must be returned to the Electoral Registration Office by 5pm on referendum day - Thursday 18 September 2014.

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No.	Issue/question	Answer	Action
3.25	I'm the proxy for someone but I don't know how it works.	<ul style="list-style-type: none"> • It's simple to vote as someone's proxy. • The person who has appointed you as their proxy must tell you how they want you to mark the ballot paper. • You will be sent a special proxy poll card with details of where you should go to vote. This will be near to where the person who appointed you lives. • When you go to the polling station just tell the staff there that you are voting as a proxy and they will tell you what to do. • If you can, take your proxy poll card with you to the polling station – although you don't need it to vote, this will speed up the ballot paper issuing process. • If you can't go to the polling station you can vote as a proxy by post, but you must apply to the Electoral Registration Office by 5pm on Wednesday 3 September 2014. • A postal proxy vote will then be issued to you at the address you give the Electoral Registration Office to use. 	<ul style="list-style-type: none"> • If they want to discuss this further, refer them to the Electoral Registration Office • Application forms can be downloaded from www.aboutmyvote.co.uk or from your ERO's own website.

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No.	Issue/question	Answer	Action
3.26	I appointed someone to act as my proxy but now I find that I am able to go to the polling station to vote after all.	<ul style="list-style-type: none"> • If possible, you should contact your proxy to let them know that you can now go to the polling station to vote on your own behalf. • You can go to the polling station assigned to you and vote in the normal way. • However, you can only do this if your proxy has not already voted on your behalf. If the polling list (the voters' roll for the referendum) shows that your proxy has already voted, you will be unable to vote in person. • If your proxy has opted to vote on your behalf by post, you will NOT be able to cast your vote at a polling station. 	<ul style="list-style-type: none"> • If further information is required, pass to the referendum office.

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4. How/where to vote

No.	Issue/question	Answer	Action
4.1	When are the polling stations open?	<ul style="list-style-type: none"> The polling stations open at 7am and close at 10pm on Thursday 18 September 2014. 	
4.2	How do I find out where my polling place is?	<ul style="list-style-type: none"> Your poll card will tell you the location of your polling place. If you haven't received your poll card yet, contact the referendum office and staff will tell you where you should go to vote. Even if you know where you would usually go to vote, it is still worth checking as sometimes polling places can change from those used at the last election. Contact the referendum office for more information. 	<ul style="list-style-type: none"> If the caller requires further information, pass to the referendum office. The referendum office will tell you when the poll cards are being issued, so, if the enquiry is made before the cards are issued, you will be able to reassure voters. It is worth taking a note of the caller's name, address and contact details in case a pattern of non-delivery of poll cards emerges.
4.3	My whole block/street haven't had their poll cards.	<ul style="list-style-type: none"> This may not necessarily mean that you cannot vote. If you are registered, you do not need your poll card to vote. Check that you are registered. See question 2.2 above. This should be reported to the referendum office and Electoral Registration Office. 	<ul style="list-style-type: none"> Take contact details of caller including postal address. Provide contact details for the Electoral Registration Office so they can check if the voter is registered or transfer the call. Report this to the referendum office. (This will help identify any problem areas for delivery of poll cards).

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No.	Issue/question	Answer	Action
4.4	How do I fill in the ballot paper?	<ul style="list-style-type: none"> The ballot paper asks the question “Should Scotland be an independent country?” There are two boxes, one marked Yes and one marked No. You have to put a cross in the box beside your choice. Information will be provided on the ballot paper itself, by the staff at the polling station or, if you opted to vote by post, it will be in your postal ballot pack. There is information about the referendum on the Electoral Commission website and on the Council’s website. The Electoral Commission will/has issued a leaflet to every household in Scotland in August 2014 giving information about the referendum. 	<ul style="list-style-type: none"> Pass on any more complicated queries to the referendum office. Be very careful when answering this question to remain neutral and not to suggest support for either campaign. Information is available from the Electoral Commission at www.electoralcommission.org.uk

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5. Overseas voters

No.	Issue/question	Answer	Action
5.1	Can British citizens living abroad vote?	<ul style="list-style-type: none">British citizens living abroad cannot vote at this referendum.Service voters and Crown Servants stationed overseas can vote at the referendum provided they are on the register of local government electors for any area in Scotland or on the register of young voters maintained for this referendum for any such area (see question 2.6 above and Section 6 below).	<ul style="list-style-type: none">Direct callers to www.aboutmyvote.co.uk or to the Electoral Registration Office for more information.

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6. Service voters and Crown Servants

No.	Issue/question	Answer	Action
6.1	I am in the Armed Forces (Army, Navy or RAF) posted abroad. How do I register to vote?	<ul style="list-style-type: none"> • Service personnel, their spouses or civil partners and their dependents aged 16/17 years of age who are qualified to vote as local government electors in any area of Scotland but who are posted abroad can register to vote by making a service declaration, which is available to download from the Electoral Commission's website. • If you don't have access to the internet, you can apply to the Electoral Registration Office for an application form. • You can register at the address in Scotland where you would be living if not posted overseas or at an address in Scotland where you have lived in the past. • Completed service declaration forms should be sent to the Electoral Registration Office for the area where you wish to register. They must be received by midnight on Tuesday 2 September 2014. 	<ul style="list-style-type: none"> • Provide contact details for the Electoral Registration Office. More information can be obtained and forms downloaded at www.aboutmyvote.co.uk. • Transfer call or refer caller to your local Electoral Registration Office. • Remind them of the deadline for registering to vote at the referendum – midnight on Tuesday 2 September 2014.

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No.	Issue/question	Answer	Action
6.2	I am in the Armed Forces living in the UK. How do I register to vote?	<ul style="list-style-type: none"> Qualifying service personnel and their spouses or civil partners and their dependents have the option of making a service declaration as above, or can opt to register to vote in the traditional way (as described in the registration section at question 2.3). 	<ul style="list-style-type: none"> Supply contact details of Electoral Registration Office. More information can be obtained and forms downloaded from www.aboutmyvote.co.uk Remind them of the deadline for registering to vote at the referendum- midnight on Tuesday, 2 September 2014
6.3	I am a Service voter. What methods of voting are available to me?	<ul style="list-style-type: none"> Service voters and their spouses or civil partners and their dependents can vote in person or can opt to vote by post or proxy. Postal votes for the referendum are likely to be sent out about three weeks before polling day to voters on the existing list – later if you register around the deadline. If you are living or posted abroad you may want to appoint a proxy to vote on your behalf as there may not be enough time for postal votes to reach you and be sent back before close of poll. If you are unavoidably and unforeseeably absent on polling day, you can apply for an emergency proxy up until 5pm on referendum day -Thursday 18 September 2014. (For more information on emergency proxies, see Section 3C questions 3.23-3.24.) 	<ul style="list-style-type: none"> Refer to the Electoral Registration Office. More information can be obtained and forms downloaded at www.aboutmyvote.co.uk. Remind them of the deadline for receipt of applications for postal votes, for new proxy votes and for changing from a postal to a proxy vote- 5pm on Wednesday, 3 September 2014. Refer emergency proxy requests to the Electoral Registration Office without delay.

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No.	Issue/question	Answer	Action
6.4	I work in a UK embassy / for the EU / for the UN, and am based overseas. How do I register to vote?	<ul style="list-style-type: none"> • If you are working outside the UK as a Crown Servant or as an employee of the British Council and are normally resident in Scotland you can still register to vote. You can also register if you are married to or are the civil partner or a dependent aged 16/17 of a Crown Servant or British Council employee and you are accompanying them during their employment abroad. • You cannot register as a Crown servant if you are employed by the EU, UN or other organisation not directly in service of the Crown. • If you are eligible to register to vote, you will need to complete a Crown Servant registration form, which is available to download from the Electoral Commission's website. • Only Crown servants who are British citizens normally resident in Scotland can register this way. 	<ul style="list-style-type: none"> • Provide contact details for the Electoral Registration Office if needed. • Crown servant voter registration form can be obtained from the Electoral Registration Office or downloaded from www.aboutmyvote.co.uk • Remind them of the deadline for registering to vote at the referendum is midnight on Tuesday 2 September 2014.

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No.	Issue/question	Answer	Action
6.5	I am a Crown Servant. What methods of voting are available to me?	<ul style="list-style-type: none"> • Crown Servant voters, their spouses or civil partners and their dependents aged 16/17 can vote in person or can opt to vote by post or proxy. • Postal votes to voters on the existing list will be sent out about two to three weeks before referendum day. (If you have fixed the day for issue, enter this here.) If you register nearer the deadline, the issue will be later. If you are living abroad you may want to appoint a proxy to vote on your behalf as there may not be enough time for postal votes to reach you and be sent back before close of poll. • If you are unavoidably and unforeseeably absent on polling day, you can apply for an emergency proxy up until 5pm on referendum day - Thursday 18 September 2014. 	<ul style="list-style-type: none"> • Refer to the Electoral Registration Office. More information can be obtained and forms downloaded at www.aboutmyvote.co.uk • Remind them of the deadline for receipt of applications for postal votes, for new proxy votes and for changing from a postal to a proxy vote- 5pm on Wednesday, 3 September 2014. • For emergency proxy requests, refer the caller to the Electoral Registration Office without delay.

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7. Access issues

No.	Issue/question	Answer	Action
7.1	What provision is made for people with disabilities?	<ul style="list-style-type: none"> • There are 3 different options for casting your vote: <ul style="list-style-type: none"> - at a polling station - by post, or - by appointing a proxy to vote on your behalf. • Most polling places will be fully accessible. Staff will be trained and will have access to equipment to assist disabled electors to vote in secret or with staff assistance. • Disabled electors may also bring a companion to help them to vote at the polling station. • Contact the referendum office for details of the access to any particular polling station and the assistance available. 	<ul style="list-style-type: none"> • If the caller needs further information, pass to the referendum office.
7.2	What provision is made for blind or visually impaired voters?	<ul style="list-style-type: none"> • Tactile voting templates which you can use to help you cast your vote are available at all polling stations. • There are also large print versions of the ballot paper on display at all polling stations. You can take a sample copy of the large print paper into the polling booth to help you make your choice. However, you can't vote on a large print ballot paper. • You can take a companion with you (close relative or elector qualified to vote) to assist you, or ask the presiding officer at the polling station for help. 	<ul style="list-style-type: none"> • If the caller needs further information, pass to the referendum office.

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No.	Issue/question	Answer	Action
7.3	What provision is there for non-English speakers?	<ul style="list-style-type: none"> Ballot papers can NOT be printed in languages other than English. There may be guidance notes in other languages on “How to Vote” available in the polling station. 	<ul style="list-style-type: none"> Direct to the Electoral Commission’s website www.aboutmyvote.co.uk for information on registration materials in languages other than English. Registration and postal voting leaflets are available in a number of different languages from the Electoral Commission.
7.4	What provision is there for wheelchair users?	<ul style="list-style-type: none"> Each polling place is different. You can obtain more details from the referendum office, or look for details on your poll card. Alternatively, you could apply for a postal vote, to allow you to vote from home; or choose someone to vote on your behalf (called a ‘proxy’). 	<ul style="list-style-type: none"> If they wish, provide contact details for the referendum office. If voter is interested in absent voting, refer to Section 3.
7.5	What additional assistance can be given to postal voters?	<ul style="list-style-type: none"> You can get large print voting instructions, instructions in other languages or apply for a waiver if you cannot sign. Is there anything particular that could be done to help you? The deadline for applying for a waiver is 5pm on Wednesday 3 September 2014. Applications must be made directly to the Electoral Registration Office. 	<ul style="list-style-type: none"> Transfer to the referendum office Refer to the Electoral Registration Office.

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8. Count, results, etc.

No.	Issue/question	Answer	Action
8.1	When and where will the count take place?	<ul style="list-style-type: none"> The Count will start after the close of poll at 10pm on referendum day - Thursday 18 September 2014 and will continue overnight. Every council's Counting Officer will count the votes for their area. Then the totals in each area will be reported to the Chief Counting Officer in Edinburgh who will calculate and announce the national result. The count will be held in (CO to insert location of your local Count centre) 	<ul style="list-style-type: none"> Pass on any more complicated queries to the referendum office.
8.2	Can I attend the count?	<ul style="list-style-type: none"> Attendance at the count is not open to the general public. Referendum and counting agents, local councillors, MPs, MSPs, MEPs, accredited press and media representatives, Electoral Commission representatives and official observers are entitled to attend the count. Refer all such enquiries to the referendum office. Anyone attending the count (except for Electoral Commission representatives and accredited observers) must obtain a pass from the Counting Officer. 	<ul style="list-style-type: none"> Find out in what capacity the caller is making the enquiry. If the enquiry is from a member of the public, politely explain that it is not possible for them to attend the count. Other callers who can attend in an official capacity should be referred to the referendum office. If caller is from press or media – refer to referendum office or local Communications team as instructed by your Counting Officer.

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No.	Issue/question	Answer	Action
8.3	How are the votes counted?	<ul style="list-style-type: none"> The ballot papers will be counted by hand. Each Counting Officer will calculate the number of Yes votes, the number of No votes and the number of rejected votes in their council area and will send the totals to the Chief Counting Officer who will calculate the total number of Yes and No votes throughout Scotland. The answer with the most votes nationally wins. 	<ul style="list-style-type: none"> If they wish, provide contact details for the referendum office.
8.4	What about recounts?	<ul style="list-style-type: none"> It is the responsibility of the Counting Officer locally to decide if a recount is necessary. However, the Chief Counting Officer is entitled to instruct a Counting Officer to conduct a recount in his/her local area. 	<ul style="list-style-type: none"> If they wish, provide contact details for the referendum office.
8.5	When will the result be announced?	<ul style="list-style-type: none"> The Chief Counting Officer will announce the national result once all the local results have been collated. Counting Officers will announce the totals in their council area when authorised by the Chief Counting Officer. The referendum office will publish information and results on the council's website (add link to council website) The national result will be published on the Electoral Management Board website (add link to EMB website) Local and national media will publish the result. 	<ul style="list-style-type: none"> If they wish, provide contact details for the referendum office and details of the council's website.

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9. Campaigners and referendum agents

No.	Issue/question	Answer	Action
9.1	I want to campaign at the referendum.	<ul style="list-style-type: none"> Contact the Electoral Commission's Scottish Office which is responsible for regulating the campaigns and registering permitted participants. 	<ul style="list-style-type: none"> Give website and telephone contact details 0131 225 0202 or email scotreferendum@electoralcommission.org.uk
9.2	I want to know about campaign expenses.	<ul style="list-style-type: none"> Contact the Electoral Commission's Scottish Office which is responsible for monitoring campaign spending. 	<ul style="list-style-type: none"> Give website and telephone contact details 0131 225 0202 or email scotreferendum@electoralcommission.org.uk
9.3	I want to complain about one of the campaigns.	<ul style="list-style-type: none"> Contact the Election Commission's Scottish Office unless the complaint refers to the local conduct of the referendum – in which case refer to referendum office. . 	<ul style="list-style-type: none"> Give website and telephone contact details 0131 225 0202 or email scotreferendum@electoralcommission.org.uk If complaint refers to local conduct arrangements – refer to referendum office.
9.4	I am a referendum agent and want information about the referendum locally.	<ul style="list-style-type: none"> This information is available from the Council's referendum office, including:- Details of opening of postal votes; Details of the referendum count; and Details of polling places and voters entitled to vote there. 	<ul style="list-style-type: none"> Pass to referendum office.
9.5	I am a referendum agent and want to complain about a polling place, campaign signs etc.	<ul style="list-style-type: none"> This type of enquiry should be referred to the Council's referendum office unless it refers to campaign posters on lamp posts or roads in which case it should be referred to the designated officer responsible for roads. (Insert contact details for the relevant officer in your council) 	<ul style="list-style-type: none"> Pass to referendum office or Roads Section as appropriate.
9.6	Who are the local referendum agents?	<ul style="list-style-type: none"> Details of referendum agents will appear on a notice published by the Counting Officer 	<ul style="list-style-type: none"> Refer to referendum office or council website.

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10. The Chief Counting Officer

No.	Issue/question	Answer	Action
10.1	Who is the Chief Counting Officer?	<ul style="list-style-type: none"> The Chief Counting Officer is Mary Pitcaithly, OBE, Chief Executive and Returning Officer of Falkirk Council. She was appointed to the post of Chief Counting Officer in her capacity as Convener of the Electoral Management Board for Scotland. 	<ul style="list-style-type: none"> If they want further information, direct them to the website of the Electoral Management Board at http://www.electionsscotland.info/
10.2	What does the Chief Counting Officer do at the referendum?	<ul style="list-style-type: none"> The Chief Counting Officer has responsibility for the conduct of the referendum nationally. She gives guidance and directions to Counting Officers. She is responsible for collating the count totals from the 32 Council areas to produce the national referendum result and for declaring it. 	<ul style="list-style-type: none"> If they want further information, direct them to the website of the Electoral Management Board at http://www.electionsscotland.info/
10.3	What is the Electoral Management Board?	<ul style="list-style-type: none"> The Electoral Management Board for Scotland is comprised of Returning Officers and Electoral Registration Officers. It has responsibility for supporting and advising the Chief Counting Officer in preparing for the Independence Referendum. 	<ul style="list-style-type: none"> If they want further information, direct them to the website of the Electoral Management Board at http://www.electionsscotland.info/
10.4	How do I contact the Office of the Chief Counting Officer?	<ul style="list-style-type: none"> The Office of the Chief Counting Officer is based at the undernoted address:- Referendum Team Office of the Chief Counting Officer c/o the Electoral Management Board for Scotland Room 206 Lothian Chambers 59-63 George IV Bridge Edinburgh EH1 1RN 	<ul style="list-style-type: none"> General enquiries Tel 01389 469 3820

11. The Electoral Commission

No.	Issue/question	Answer	Action
11.1	What is the Electoral Commission?	<ul style="list-style-type: none"> The Electoral Commission is an independent body, not part of government, whose aim is to promote integrity and public confidence in the democratic process. 	<ul style="list-style-type: none"> If they want further information, direct them to www.electoralcommission.org.uk or 0131 225 0200.
11.2	What is the Electoral Commission's job at the referendum?	<ul style="list-style-type: none"> The Commission is responsible for the following activities at the referendum:- <ul style="list-style-type: none"> - registering the campaigners at the referendum (participated participants); - regulating their campaign spending and donations; - designating lead campaign groups; - appointing and accrediting observers at the referendum; and - reporting to government after the event on the overall administration of the referendum. 	<ul style="list-style-type: none"> If they want further information, direct them to www.electoralcommission.org.uk or 0131 225 0200.
11.3	Enquiries by Electoral Commission staff or observers.	<ul style="list-style-type: none"> Representatives of the Electoral Commission are entitled to attend referendum activities conducted by your council including the issue and opening of the postal votes and the count. Observers accredited by the Electoral Commission are also entitled to observe your referendum activities. 	<ul style="list-style-type: none"> Pass enquiries from the Commission to the referendum office without delay. Enquiries from observers should be passed to the referendum office without delay.

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12. List of Commonwealth countries, British Overseas Territories and European Union member states

12A. Commonwealth countries

Antigua and Barbuda	Kenya	Samoa
Australia	Kiribati	Seychelles
The Bahamas	Lesotho	Sierra Leone
Bangladesh	Malawi	Singapore
Barbados	Malaysia	Solomon Islands
Belize	Maldives	South Africa
Botswana	Malta	Sri Lanka
Brunei Darussalam	Mauritius	Swaziland
Cameroon	Mozambique	Tonga
Canada	Namibia	Trinidad and Tobago
Cyprus	Nauru	Tuvalu
Dominica	New Zealand	Uganda
Fiji Islands	Nigeria	United Kingdom
The Gambia	Pakistan	United Republic of Tanzania
Ghana	Papua New Guinea	Vanuatu
Grenada	Rwanda	Zambia
Guyana	St. Kitts and Nevis	Zimbabwe
India	St Lucia	
Jamaica	St Vincent & The Grenadines	

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12B. British Overseas Territories

Anguilla	Montserrat
Bermuda	Pitcairn Island
British Antarctic Territory	St Helena
British Indian Ocean Territory	St Helena
British Virgin islands	St Helena Dependencies(Ascension Island, Tristan da Cunha)
Cayman Islands	South Georgia and the South Sandwich Islands
Falkland Islands	Turks and Caicos Islands
Gibraltar	

12C. European Union member states

Austria	Estonia	Italy	Portugal
Belgium	Finland	Latvia	Romania
Bulgaria	France	Lithuania	Slovakia
Croatia	Germany	Luxembourg	Slovenia
Cyprus *	Greece	Malta *	Spain
Czech Republic	Hungary	Netherlands	Sweden
Denmark	Ireland *	Poland	United Kingdom *

* Citizens of these countries can also vote in UK Parliamentary elections.

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