The procedure for re-issuing spoilt postal votes

An elector may apply for a replacement postal ballot pack if they have spoilt either their ballot paper or their postal voting statement. Applications must be made by 5pm on polling day.

1. Ask for the return of the complete postal ballot pack

2. Issue a new postal ballot pack (ballot paper, postal voting statement and relevant envelopes) to the elector

   If the request is made after 5pm on the day before polling day, the replacement pack may only be handed to the elector.

3. Cancel any returned spoilt ballot papers and postal voting statements

   See ‘The procedure for retrieving and cancelling postal votes’

4. Seal the cancelled documents in a packet for spoilt postal ballot papers

5. The details of the returned spoilt ballot papers should be added to the list of spoilt postal ballot papers. This document records details of replacement papers that have been issued and to whom they have been issued.
The procedure for re-issuing lost/not received postal votes

An elector may apply for a replacement postal ballot pack between the fourth working day before polling day and 5 pm on polling day if they claim either to have lost or not received their postal ballot paper, postal voting statement or return envelopes ‘A’ and ‘B’.

1. Ensure you are satisfied as to the postal voter’s identity by requiring suitable identification

2. Where an elector has lost only part of their postal ballot pack, the remaining parts must be returned when applying for a replacement

3. Check whether the postal voting statement originally issued has been marked as returned on the postal voters list or proxy postal voters list

4. Issue a new postal ballot pack (ballot paper, postal voting statement and relevant envelopes) to the elector

5. Add details to the list of lost postal ballot papers to show where replacements have been issued

- Suitable ID includes one piece of photographic ID (e.g. passport), or two pieces of ID which confirm name and address (e.g. bank statement, utility bill, official letter). See ‘Proof of identity’

- Cancel these remaining documents and seal them in a packet for spoilt postal ballot papers

- If the postal voting statement has been marked as returned, the original postal voting statement must be removed from the receptacle for postal voting statements and the ballot paper from the postal ballot box at a postal vote opening. See ‘The procedure for retrieving and cancelling postal votes’.

- If the request is made after 5pm on the day before polling day, the replacement pack may only be handed to the elector.