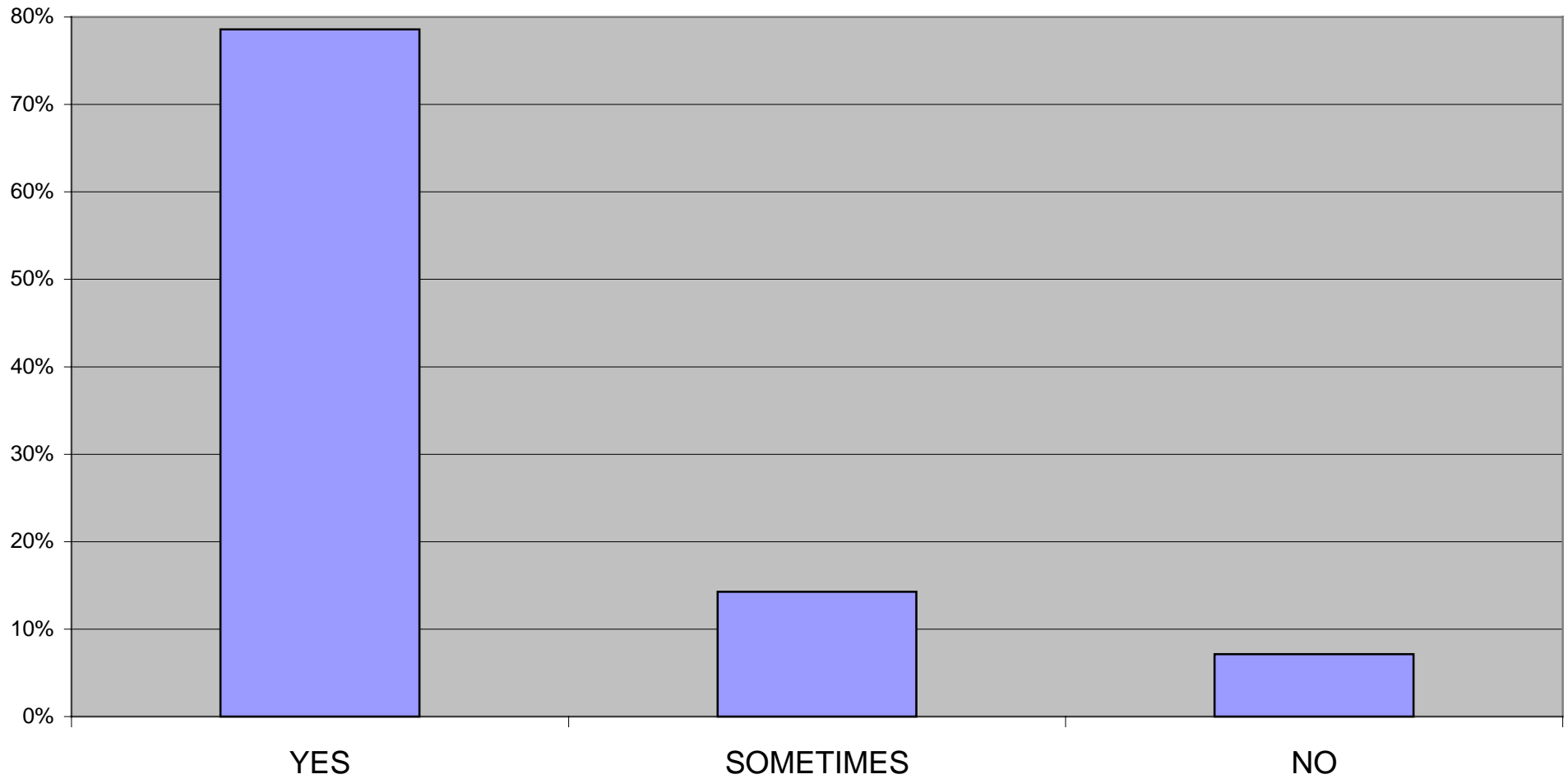


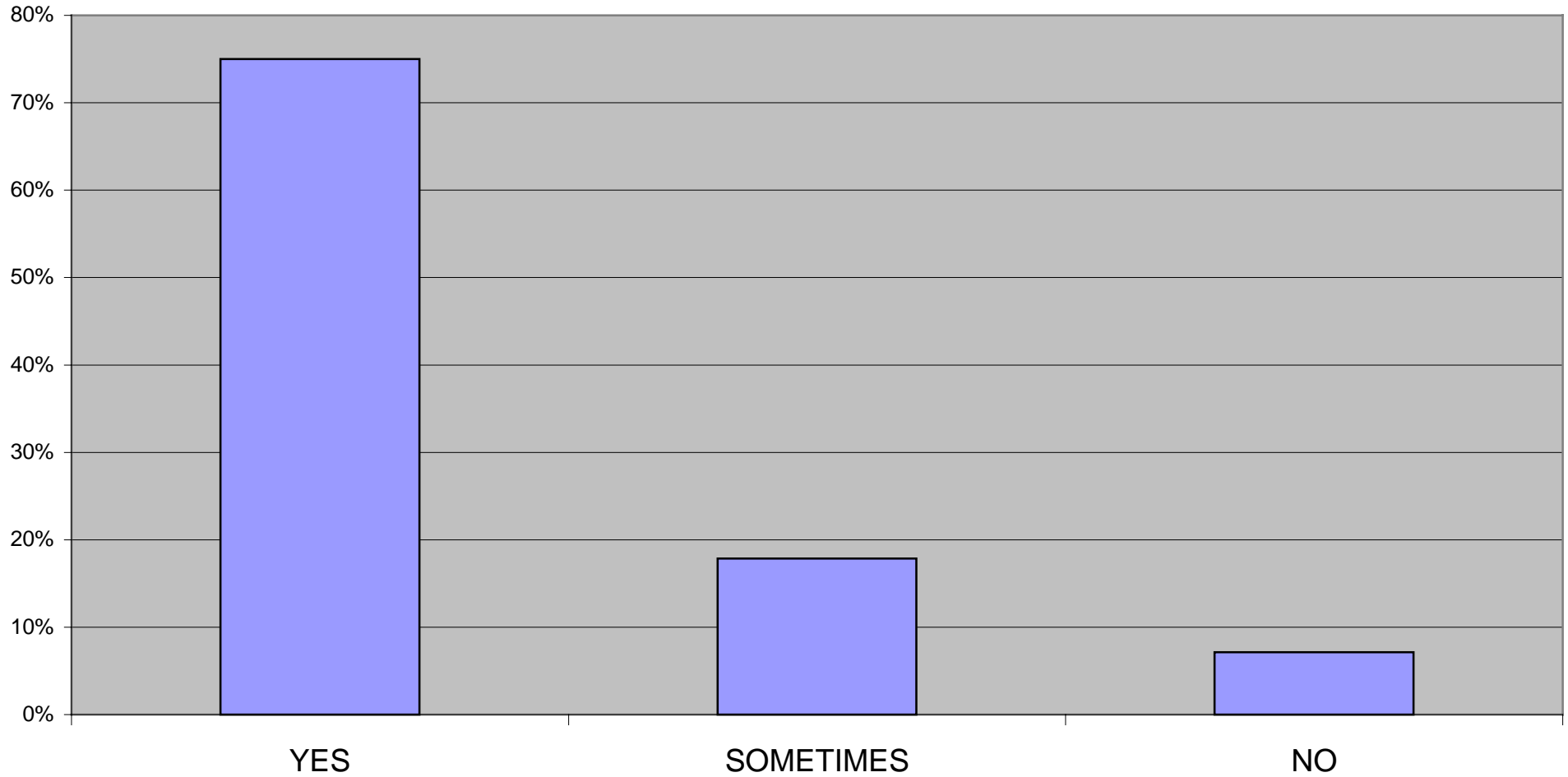
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency publish clear standards of the level of service and performance businesses can expect?**



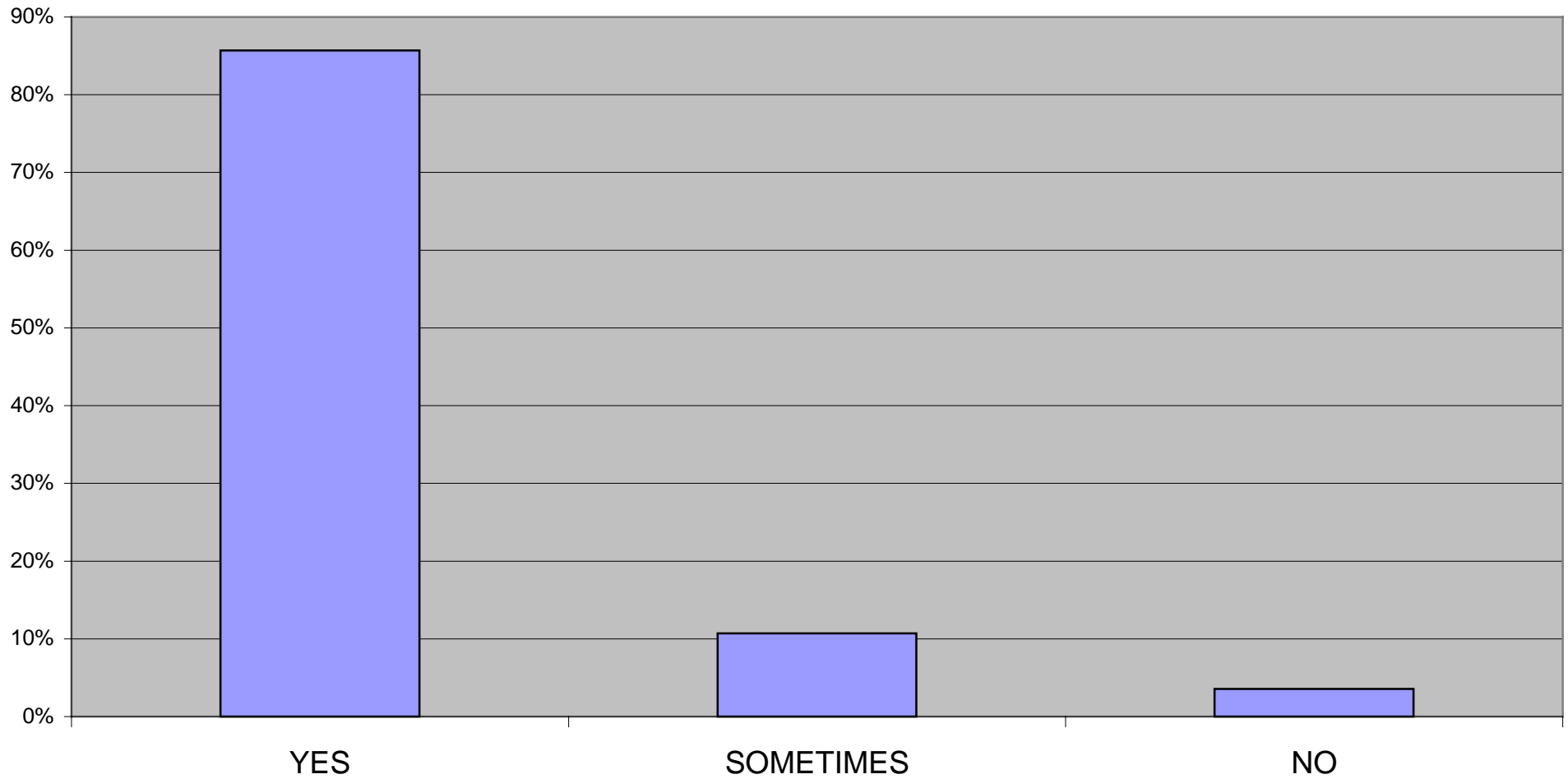
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency provide clear information on how we operate and any charges we impose?**



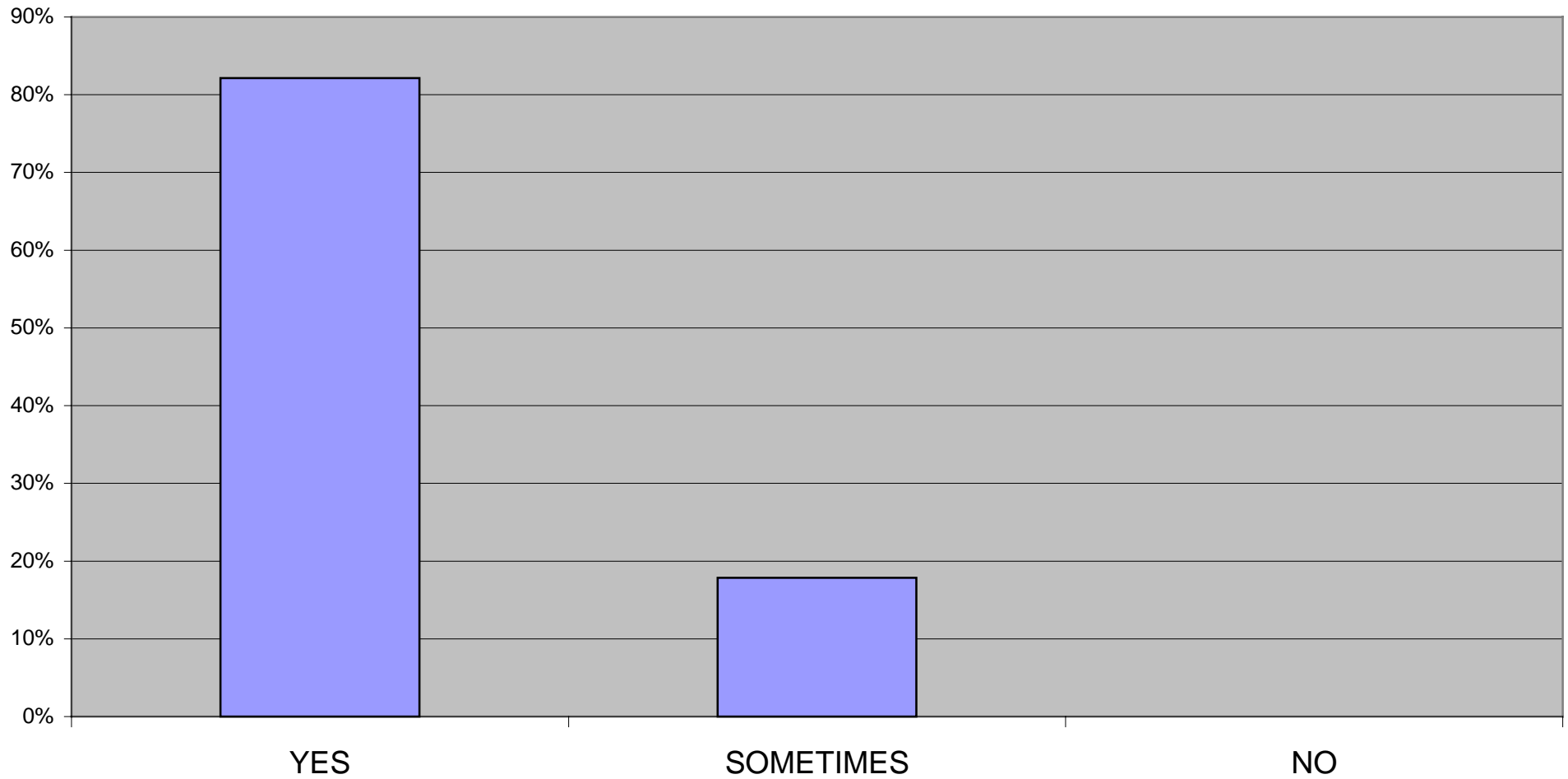
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency advise and assist business to comply with regulatory requirements, providing a courteous and efficient service?**



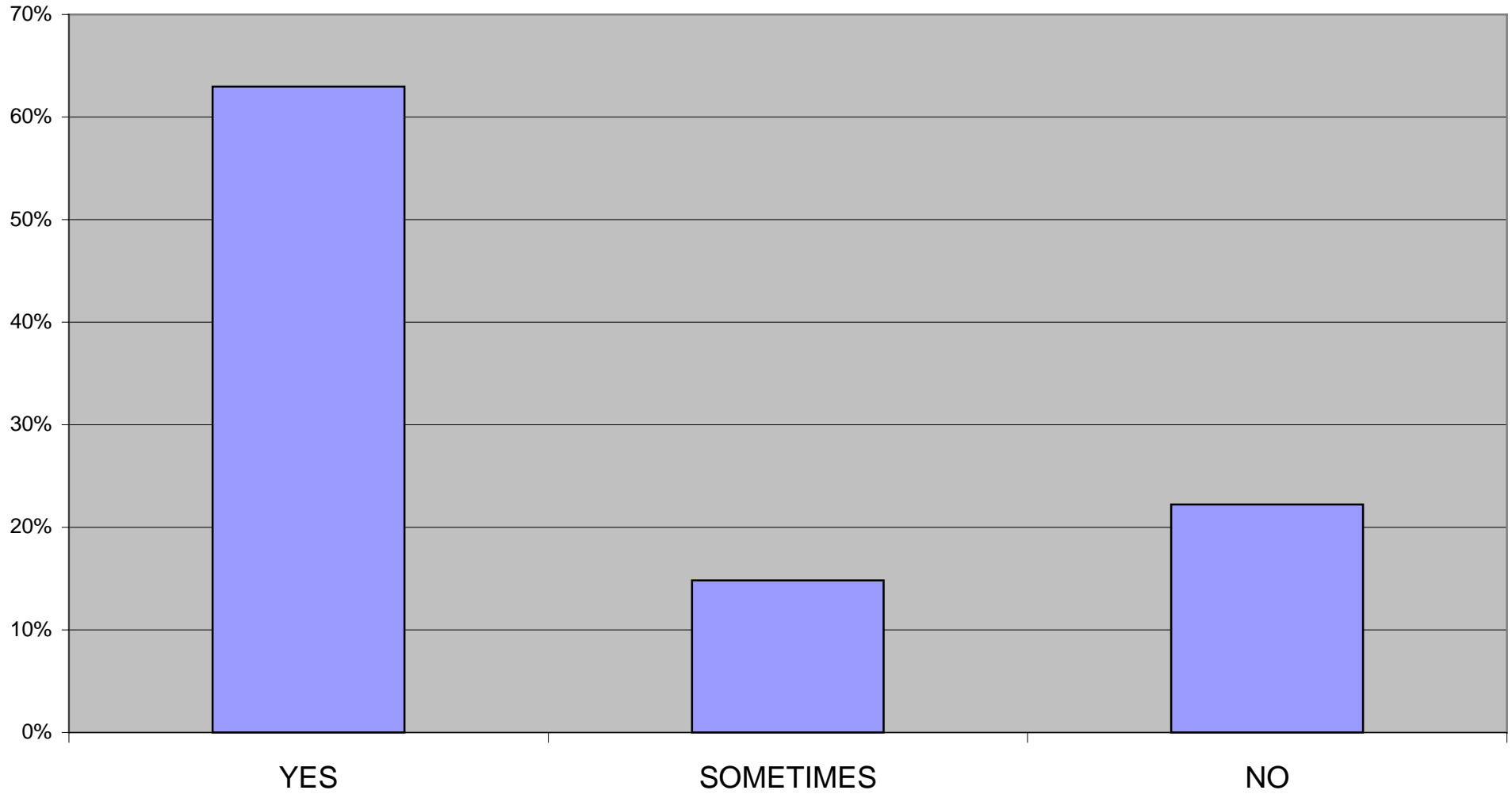
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency deal with applications for licences/frequency assignments efficiently and promptly?**



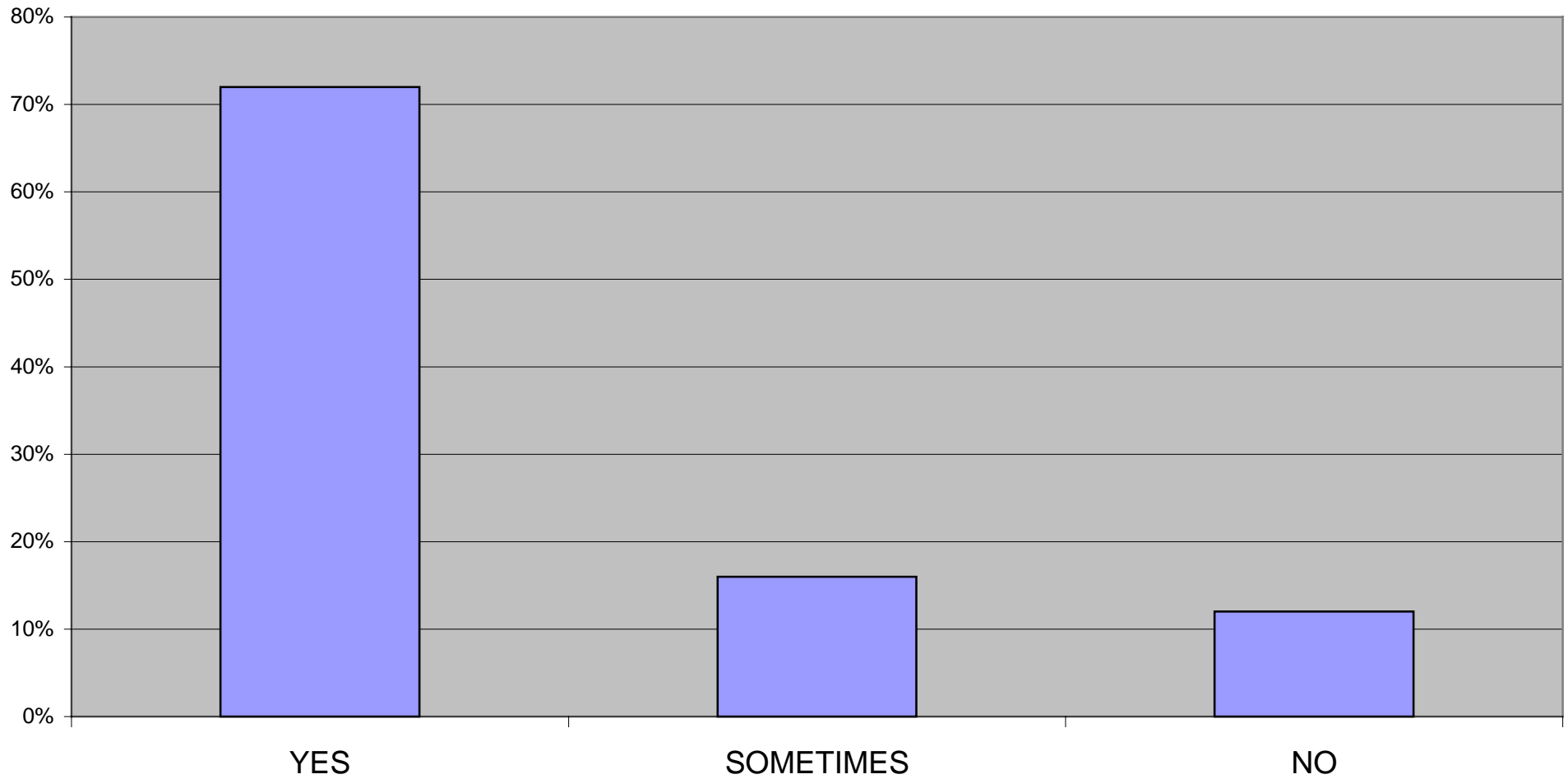
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency publicise and operate an effective complaints procedure?**



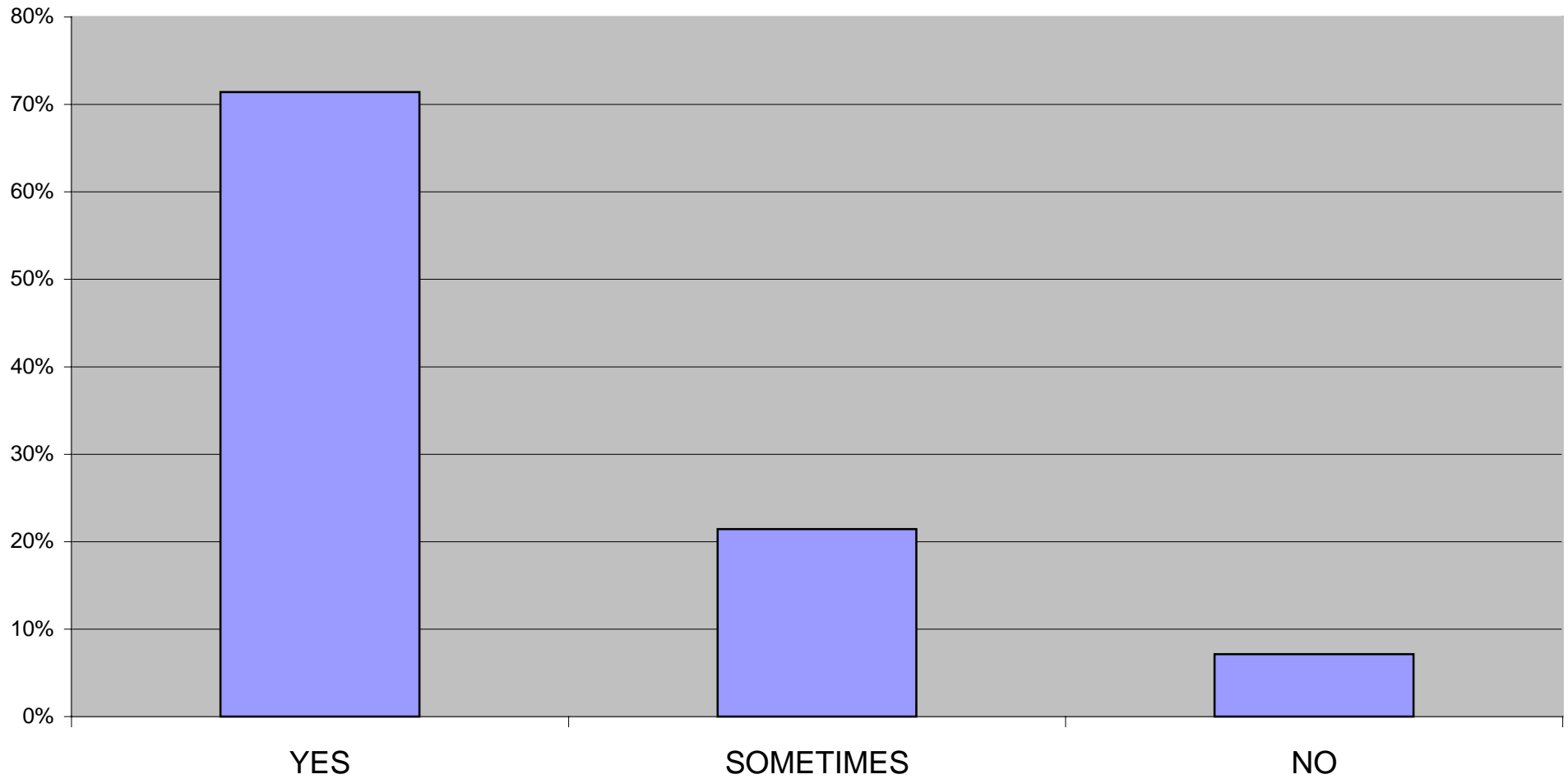
**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency take enforcement action which is proportionate to the regulatory breach?**



**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency carry out its duties in a fair, equitable and consistent manner?**



**ENFORCEMENT CONCORDAT AUDIT RESULTS 1999/2000**

**Does the Agency explain why remedial work is necessary and allow a reasonable time-scale for it to be completed?**

