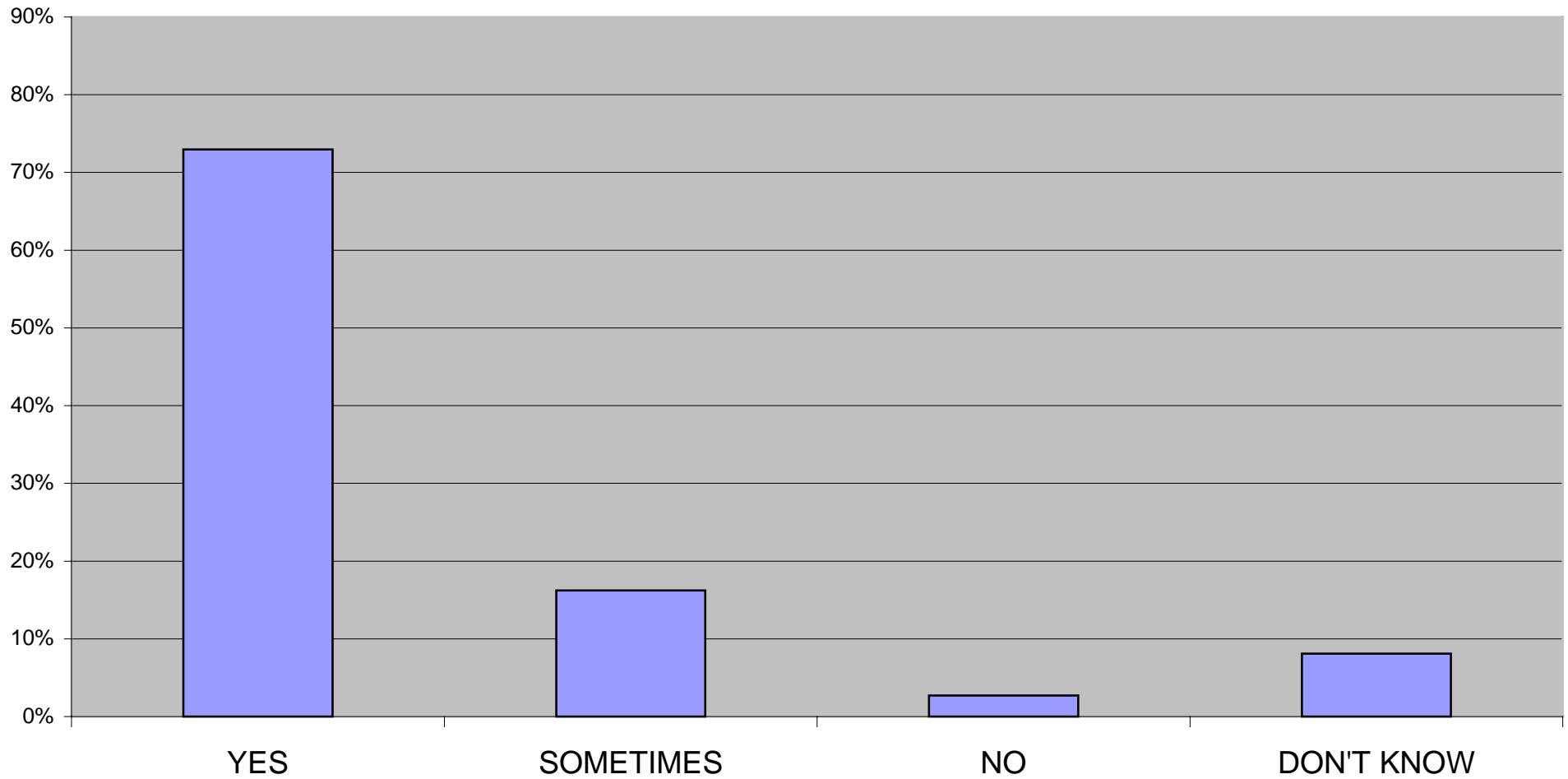


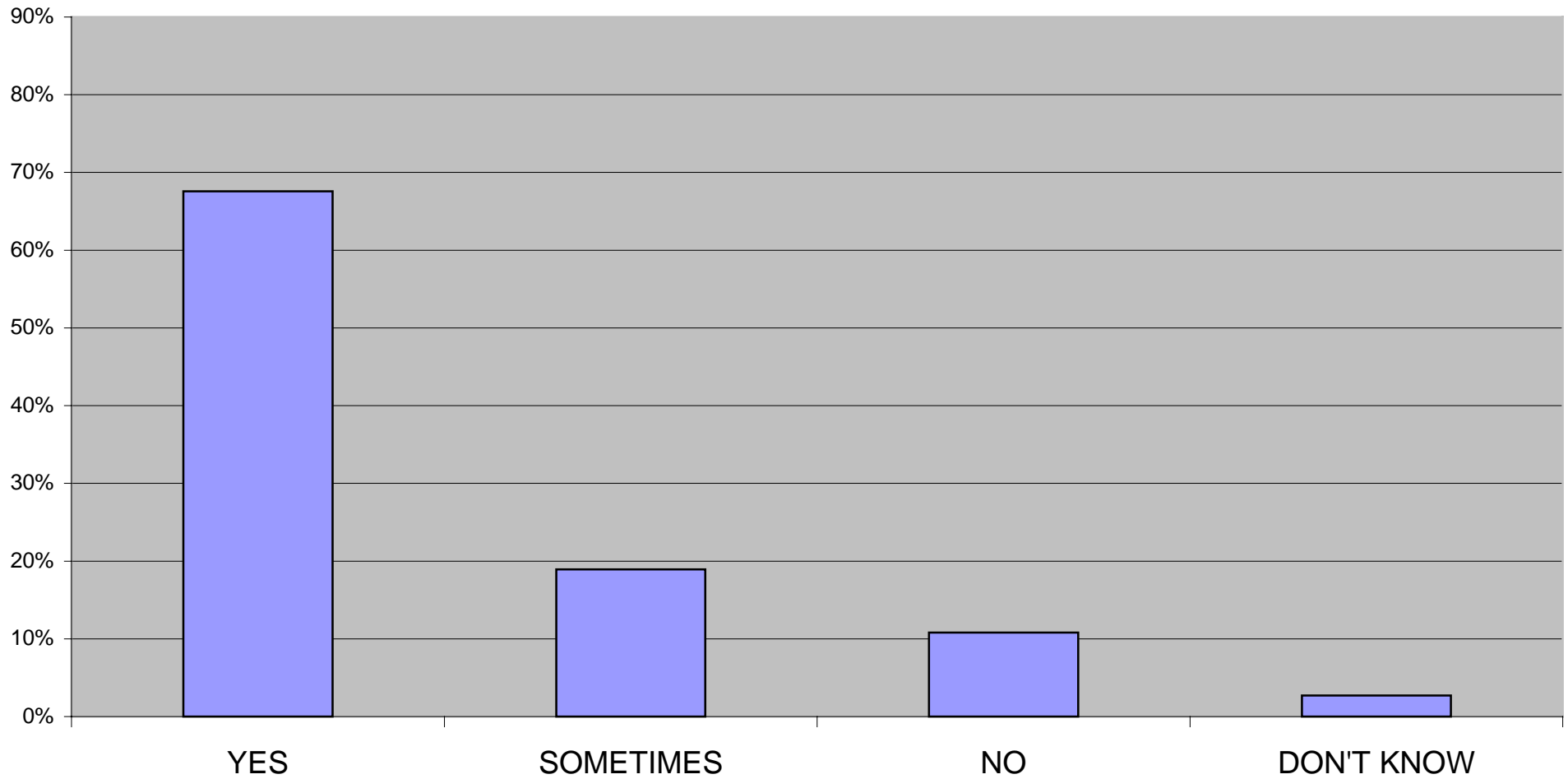
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



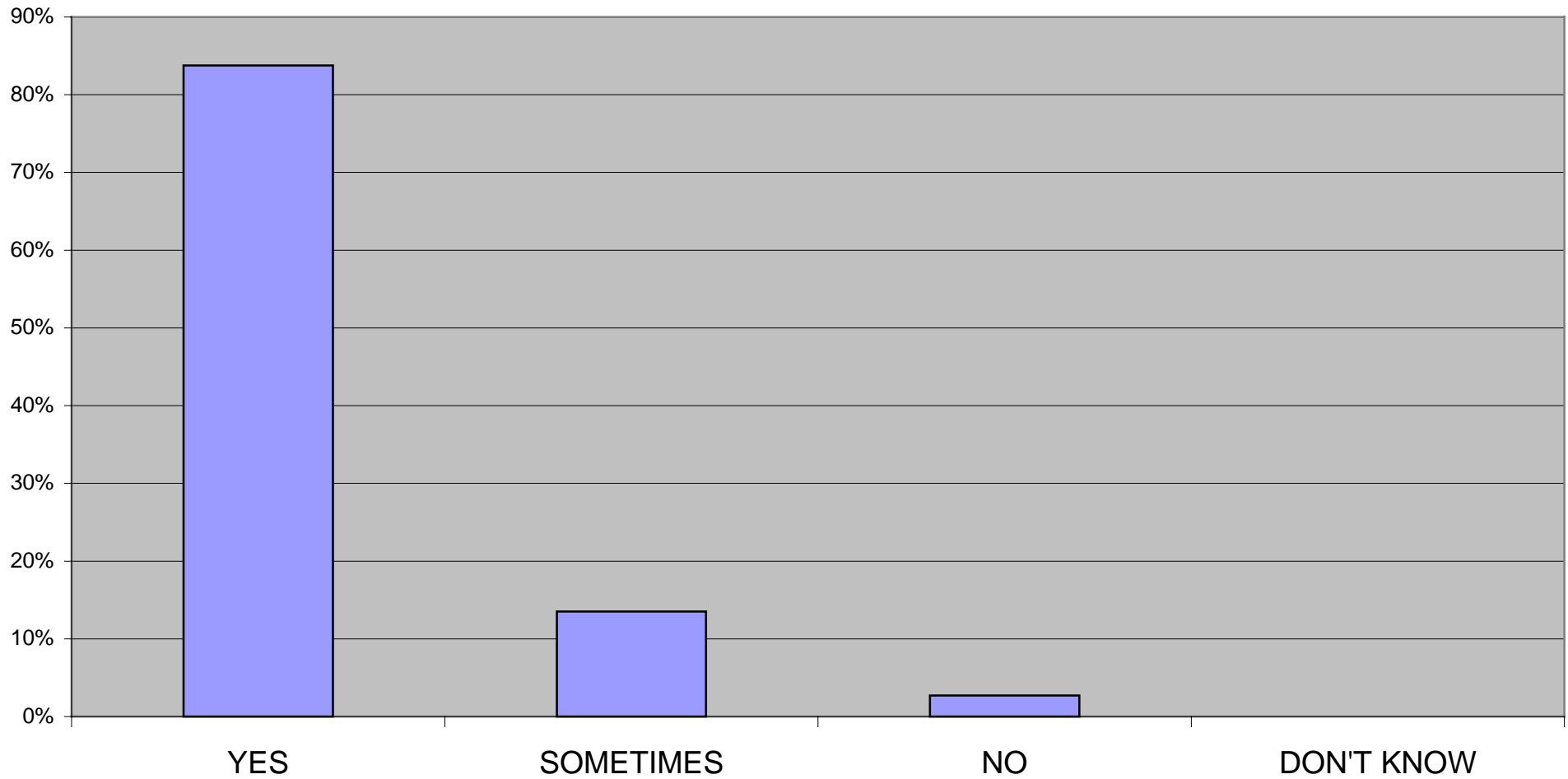
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



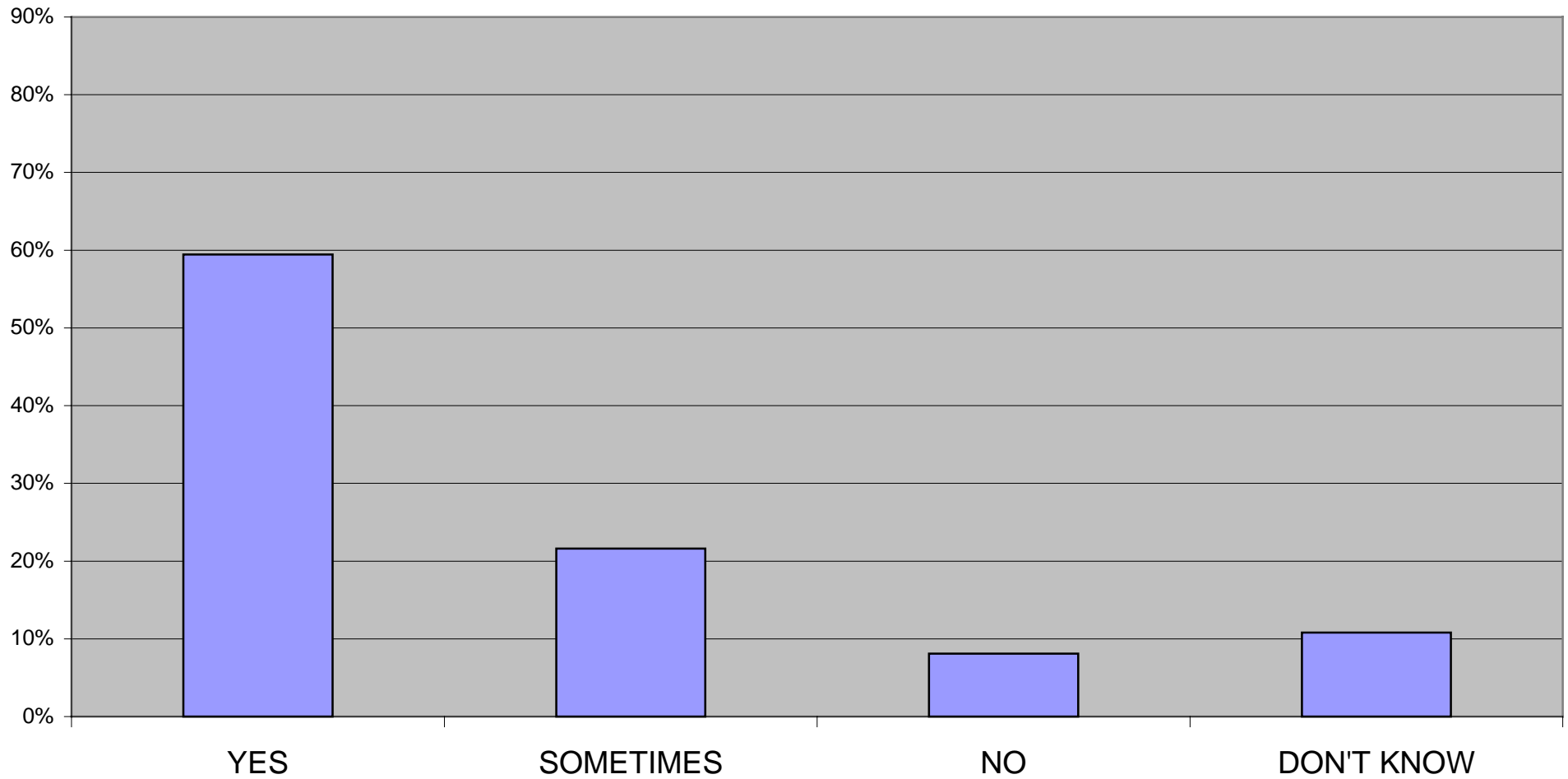
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



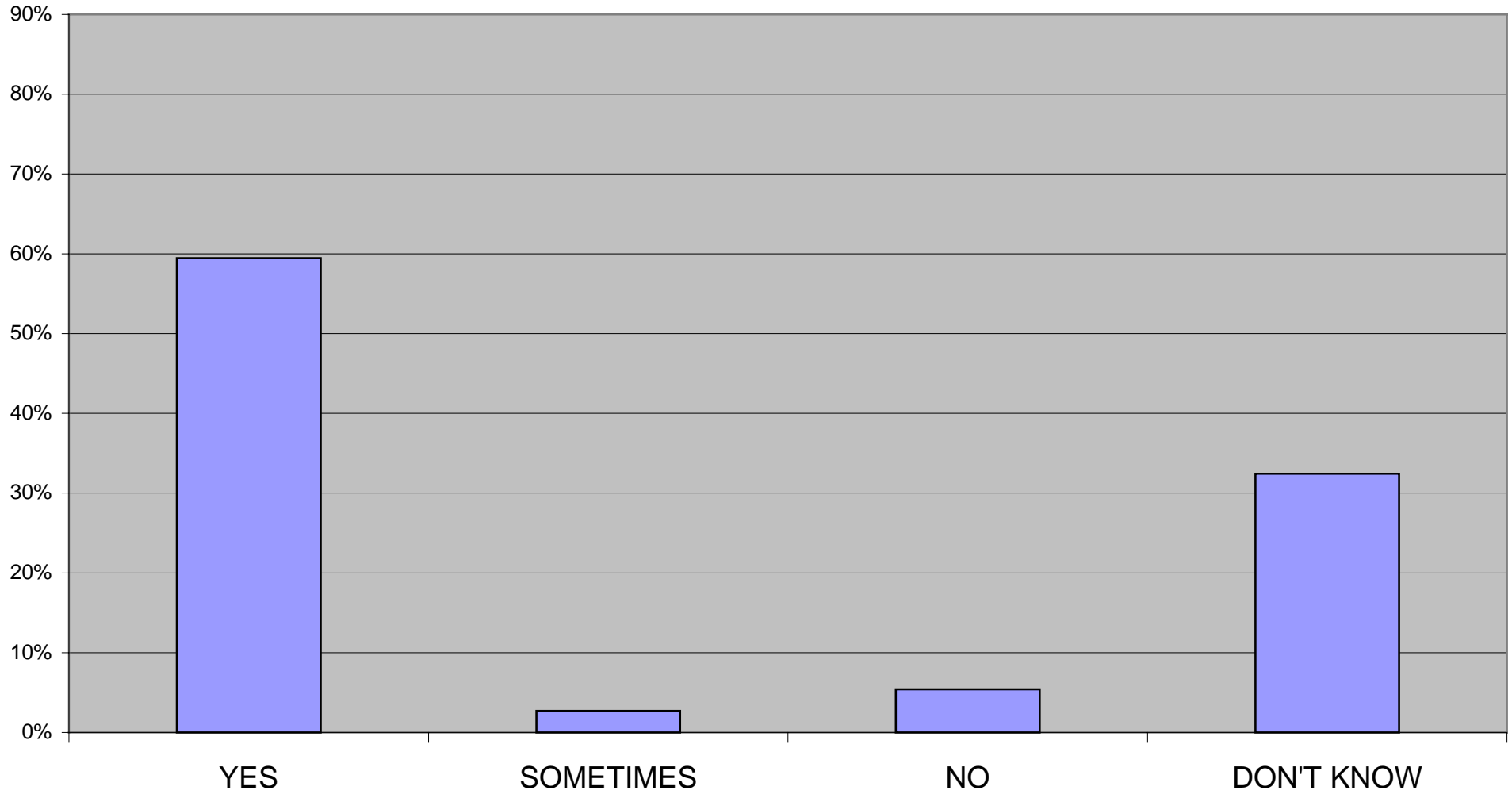
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



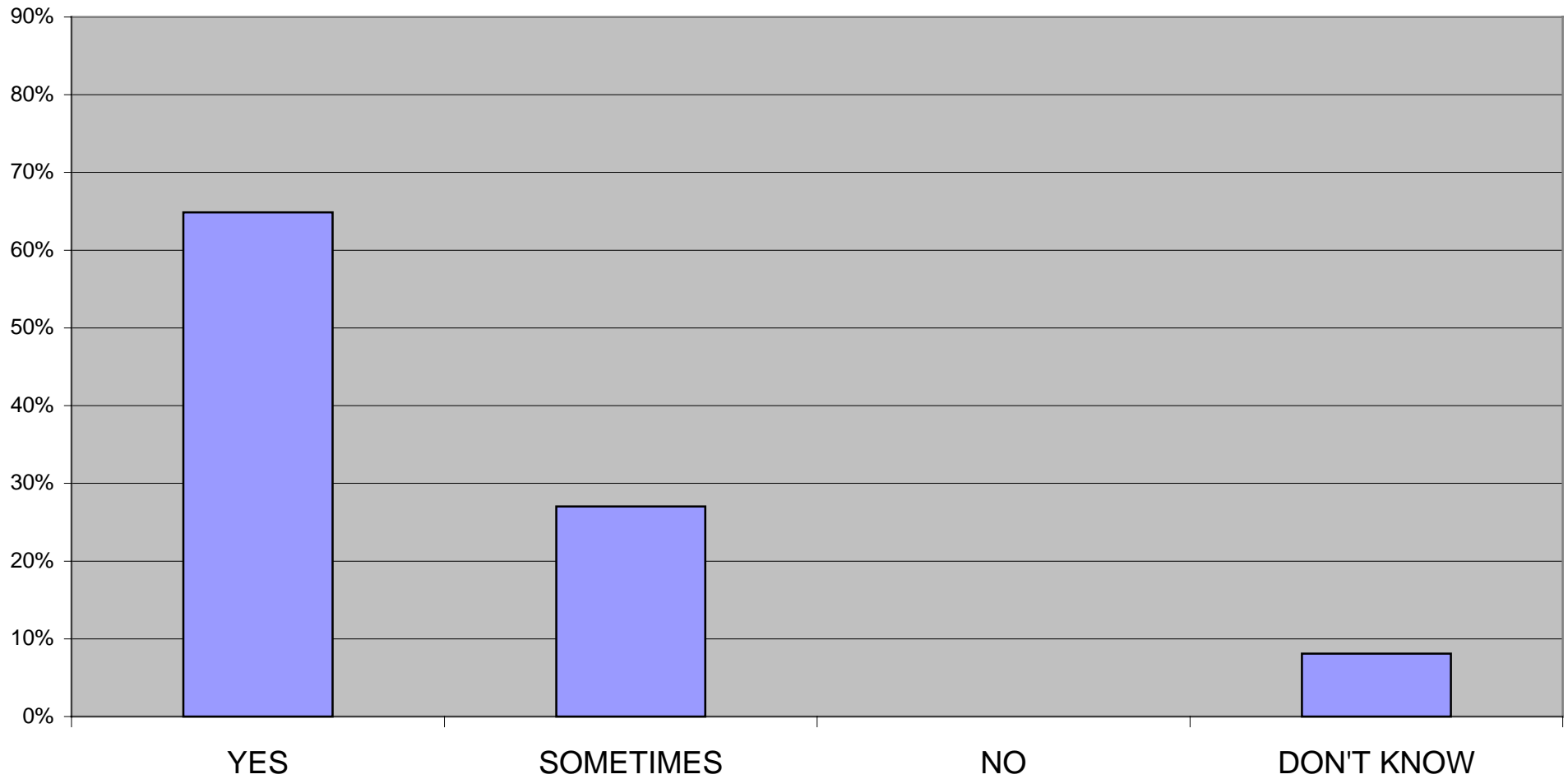
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

Does the Agency publicise and operate an effective complaints procedure?



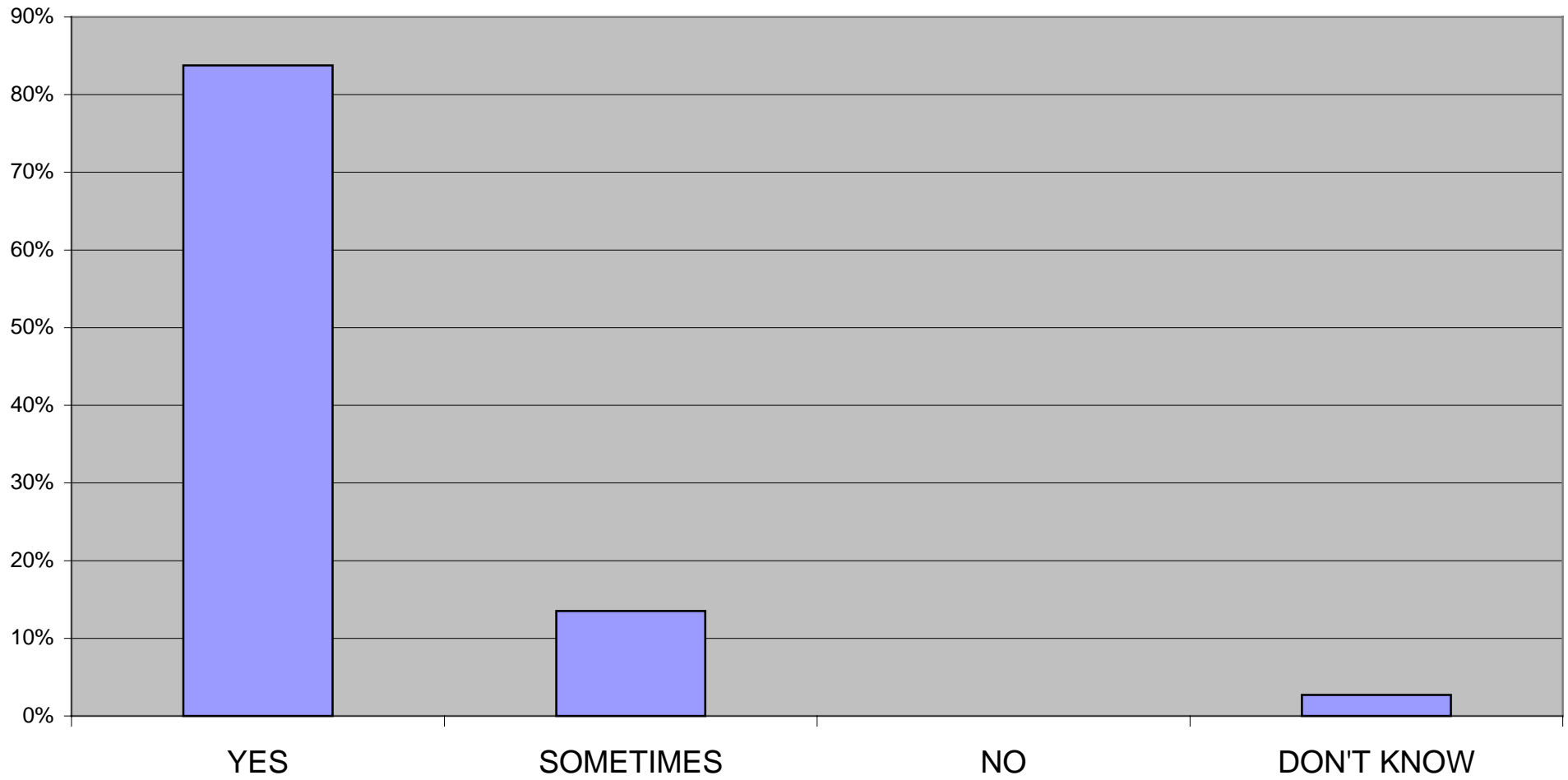
ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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



ENFORCEMENT CONCORDAT AUDIT RESULTS 2000/2001

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

