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GDL9 Post Audit Implementation Plan: Corrective Actions

Item	Action	By Whom	Status
1	Licensee to implement a process that ensures payment within the required period rather than in accordance with their standard payment period.	Reticulation Manager	Completed in August 2011.
251	Complaints manual to be amended to include information on how a customer on request, at no charge, gets information that will assist the customer in utilising the respective complaints handling processes and a brochure developed for handing to the customer.	Customer Advocate	Completed in August 2011.
266	Process to be developed by licensee for submitting the report directly to the Minister within the required timeframe.	Reticulation Manager	Completed in August 2011.