



# What we do with your feedback

1

We will let you know within five working days that we have received your feedback and give you details about staying informed.

4

If you are unhappy with the result you can talk more about the issue with the Department, or contact the Ombudsman

2

We will investigate the issue and may need to contact you for more information.

3

You will be told of the result within 10 working days.

