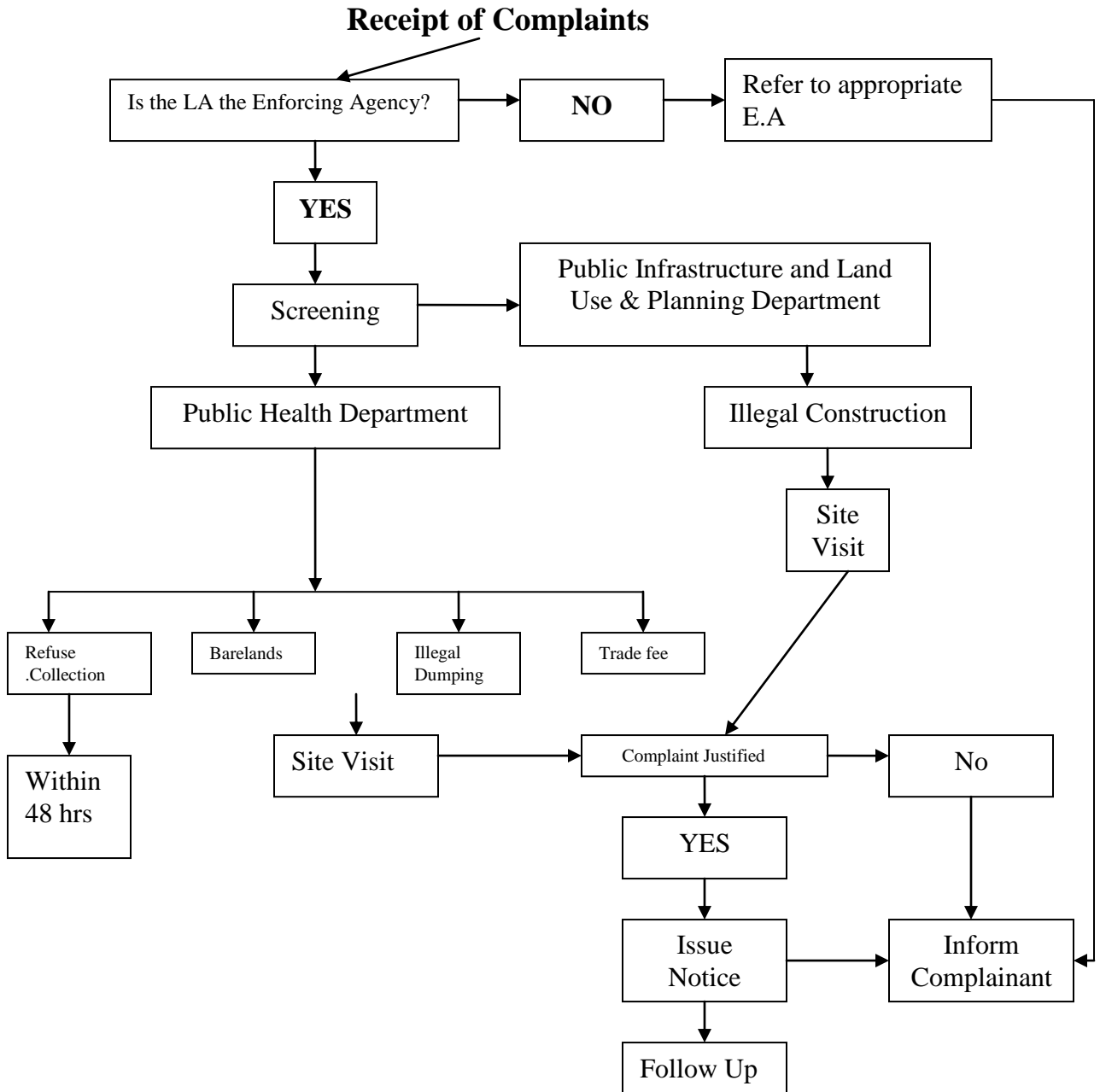


THE DISTRICT COUNCIL OF MOKA

Protocol used to address complaints



All complaints are addressed within one week of its receipt except for refuse collection where the time frame is within 48 hours.