**Exercise 11.2**

It is essential that the complaints of the recipients of service are heard and addressed appropriately and timely. Consumers could be misled by wrong information or lack of information about the terms of services by the service providers. Audit of complaint registering and redressal system could evaluate effectively whether the regulation of a service is up to the consumers' satisfaction. This, in turn, would be one of the indicators of effective performance of the regulator.

**Based on above facts discuss in groups the Audit objectives that can be set up to assess and evaluate the complaint redressal issues which the regulator has set in place for recipients of services**