

## More Than 2100 Telephone Complaints of People Are Addressed

31 Jan, 2016

Complaints Office of Communication Directorate at Administrative Office of the President has addressed more than 2100 registered telephone complaints in coordination with relevant offices.

The Complaint Office is formed based on the president's instruction to avail people a source where the means to address their complaints are provided. Pursuant to receiving complaints, the office investigates them and facilitates coordination of related government offices in case there are proofs and evidences regarding the complaints.

During the first eight months of the year 1394, the Complaint Office registered 2553 complaints. 444 of the complaints were recognized as baseless and their remaining 2109 cases were addressed.

Complaints are recorded through the phone number provided to people and documented pursuantly. After documenting, their legal aspects are evaluated and solutions are sought in coordination with related agencies.

The Complaint Office is in contact through written or telephone communications with concerned departments and makes follow-ups on their measures. To ensure that investigations are addressed, continued calls to the complainer are made until the problems are resolved.

Complaints addressed by the office, so far, were in the areas of delays and violations of law in the offices, corruption - of the type of administrative, legal, security, land confiscation and criminal- and injustice and delays in the courts and Attorney General's Office.

