

Dear Licensee/Approved Manager

The PLA is keen to strengthen stakeholder relationships by improving its engagement with both licensees and approved managers.

On the **8 January 2021**, you will receive an email from the PLA with a link for you to complete a 'Client Satisfaction Survey'.

The survey focuses on the PLA's performance and the effectiveness of its regulatory approach.

The outcome from the survey will determine whether:

1. Licensees/Approved Managers are satisfied the PLA is delivering its key purpose;
2. Licensees/Approved Managers who have contacted the PLA were satisfied with the quality and accessibility of information provided by the PLA;
3. Licensees/Approved Managers who had been inspected/or involved in an inspection by the PLA were satisfied with the information provided during or after an inspection; and
4. Licensees/Approved Managers who had made an application with the PLA were satisfied with the application process.

**PLEASE COMPLETE THIS SURVEY BY 5.00PM ON THE 29 JANUARY 2021.**

Thank you for taking the time to complete the survey.

Mary Shortland  
Executive Director  
Prostitution Licensing Authority