

**From:** [Sunset Advisory Commission](#)  
**To:** [Trisha Linebarger](#)  
**Subject:** FW: Public Input Form for Agencies Under Review (Public/After Publication)  
**Date:** Friday, June 5, 2020 10:07:08 AM

---

-----Original Message-----

From: sunset@sunset.texas.gov <sunset@sunset.texas.gov> On Behalf Of Texas Sunset Commission  
Sent: Friday, June 5, 2020 10:06 AM  
To: Sunset Advisory Commission <Sunset@sunset.texas.gov>  
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS DEPARTMENT LICENSING AND REGULATION

First Name: Jason

Last Name: Salter

Title:

Organization you are affiliated with:

Email:

City: Ponder

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: I would recommend and support the TDLR with respect to there citizen services (customer service). I'm not sure if that's the correct verbage or not. Anyhow I emailed the TDLR a complaint about a licensed company in the DFW area. Not only was the service and professionalism top notch. I was surprised in there ability to get my money refunded back to me from the licensed company. I'm grateful for the TDLR for handling my complaint in such a timely and professional manner. Kudos to the TDLR

Any Alternative or New Recommendations on This Agency: No recommendations at this time

My Comment Will Be Made Public: I agree