

AVR CUSTOMER SERVICE EXPECTATION

When an AVR action is questioned or disputed by a customer, decision-makers in the management chain, at each level, are expected to thoroughly review the matter and be accountable for answers provided.

AVR CUSTOMERS

FAA Certificate Holders
Applicants
The Public

Office: _____

My manager's office address: _____

My supervisor's name: _____

My supervisor's telephone #: _____

My office manager's name: _____


My office manager's telephone #: _____

Regional Division Manager: _____


Regional Division Manager telephone #: _____

More information on AVR Customer Service may be found at:
<http://www1.faa.gov/avr/customerservice/index.cfm>

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Federal Aviation Administration



For
CUSTOMERS AND
EMPLOYEES OF
REGULATION AND
CERTIFICATION
(AVR)

*...an environment without
fear of retribution...*



CUSTOMER SERVICE PRINCIPLES

As our customer, you can expect from us:

- ◆ Service that promotes a safe, secure, and efficient aviation system
- ◆ Considerate, respectful, and professional service
- ◆ A clear explanation of the requirements, alternatives and possible outcomes associated with your inquiry or request
- ◆ A timely and complete response to your inquiry or request
- ◆ A clear explanation of our decisions
- ◆ An environment without fear of retribution if you challenge our decisions
- ◆ Fair and careful consideration of your issue
- ◆ Clear guidance on how you can elevate your concerns to the next higher level of authority

We ask our customers to:

- ◆ Understand that FAA's first priority is safety
- ◆ Display the same level of professionalism with which you wish to be treated
- ◆ Provide all pertinent information in a timely manner
- ◆ Use our "chain-of-command" to elevate your concerns

We share the responsibility to work together with mutual respect and integrity to continue to make the U.S. aviation system the safest in the world.

CUSTOMER SERVICE REVIEW CHECKLIST

Have I considered?

- The issue
- Customer and FAA perspective on the issue
- Information and materials presented to the FAA by the customer
- Type of review conducted (telephone call, meeting, etc.)
- Meetings with or telephone calls to customer to get his/her version of the situation
- Relevant regulations
- Relevant FAA guidance (i.e., AC's, Orders)
- Applicable legal interpretations or decisions (precedents)
- Ambiguities or inconsistencies in regulations and guidance or in customer's communications (explain)
- Prior FAA history with this customer (what issues, what decisions, etc.)
- Offices, regions, or directorates that have dealt with this customer (on this issue; on other issues)
- Prior FAA history/decisions with other customers on this or similar issues (precedents)
- Any other questions deemed appropriate
- List agreed upon facts that apply to this issue

Is there chronological documentation of the reviews accomplished at each level?