



FEDERAL AVIATION ADMINISTRATION



DEDICATED PROFESSIONALS WORKING TOGETHER TO MAKE A TRUE SAFETY DIFFERENCE



REGULATION AND CERTIFICATION

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*

SERVICE

INTEGRITY

COMPETENCE

ACCOUNTABILITY

PARTNERSHIP

Office: _____

Supervisor(s)/Ph. #: _____

Office Manager/Ph. #: _____

Regional Division Manager/Ph. #: _____

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.

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