

JOHN E. POTTER
POSTMASTER GENERAL, CEO



Thank you for your interest in Resolve Employee Disputes Reach Equitable Solutions Swiftly (REDRESS), the United States Postal Service's Equal Employment Opportunity mediation program. I am proud of the dedicated employees whose hard work has made this one of our most successful workplace initiatives.

All of our employees deserve to come to work in an environment free of discrimination. Our experience has shown that, when we all try to do the right thing and speak openly and honestly with each other when problems arise, we grow both as individuals and as an organization. REDRESS gives us that opportunity.

Exit surveys of over 50,000 participants show a satisfaction rate of over 90 percent and a closure rate of over 75 percent. Since REDRESS became available nationally, the number of postal employees who have felt the need to pursue a formal Equal Employment Opportunity complaint has dropped almost 25 percent.

To learn more about REDRESS and other innovative programs in the Postal Service, I encourage you to review this Web site.

A handwritten signature in black ink that reads "John E. Potter".

John E. Potter