



Fact Sheets

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FAA Customer Service Initiative (April 2003)

Good Customer Service = Good Business Practice

The Federal Aviation Administration (FAA) has begun a new customer-service initiative that provides written guidance and training to all managers and supervisors in our Regulation and Certification offices throughout the country on applying FAA rules and policies in a standard, consistent manner.

- Program builds on efforts that helped make FAA the most improved government agency -- a gain of 9 points -- in the 2002 American Customer Satisfaction Index survey.
- Customers have the right to ask for review on any inspector's decision made in the regulatory or certification process without fear of retribution.
- Information on how to do this -- names, titles, and phone numbers -- will be prominently displayed on the Internet and in all FAA regional and field offices.

Goals of FAA's Customer Service Initiative

- Promote more consistency and fairness in applying FAA regulations.
- Promote earlier resolution of disagreements.
- Better document regulation and certification decisions.
- Make every FAA employee accountable for achieving the agency's mission.

What Customers Can Expect from the FAA

- Service that promotes a safe, secure and efficient aviation system
- Considerate, respectful and professional service
- Clear explanation of the requirements, alternatives and possible outcomes associated with their inquiry or request
- Timely and complete responses to inquiries and requests
- Clear explanation of FAA decisions
- An environment where FAA decisions can be questioned or challenged without fear of retribution
- Fair and careful consideration of their issue
- Clear guidance on elevating concerns to the next-highest level of FAA authority

What the FAA Asks of its Customers

- Understand that safety is the FAA's first priority
- Display the same level of professionalism they expect from the FAA
- Provide all pertinent information in a timely manner
- Use the FAA's established "chain of command" to elevate concerns

Questions About This Page