

**Associate Administrator for Aviation Safety (AVS)**  
Flight Standards (AFS) Aircraft Certification (AIR) Air Traffic Safety Oversight (AOV)  
Accident Investigation (AAI) Aerospace Medicine (AAM) Quality, Integration, and  
Executive Services (AQS) Rulemaking (ARM) Suspected Unapproved Parts (SUP)

## **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.**