

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 94-82

Date: September 13, 1994

TO: All Regional Directors, Officers-in-Charge
and Resident Officers

FROM: William G. Stack, Associate General Counsel

SUBJECT: Customer Service Standards

In accordance with the National Performance Review (NPR), all Agencies are to publish customer service standards at this time.

Through the Labor-Management Partnership, we have developed the enclosed customer service standards covering three main areas of Agency service: the Public Information Program; the processing of representation cases; and the processing of unfair labor practice cases. As you know, these are the same activities which are currently the subject of customer satisfaction surveys. Based upon the results of the surveys, these standards may be revised or modified. Further, you will note that in some areas, we advise the public that particular standards are currently being developed. Accordingly, these standards will be revised at least in those respects sometime in the future.

In order to meet the requirements of the NPR, the enclosed pamphlets are to be made available to the public. Accordingly, the pamphlet on the Public Information Program should be maintained in the reception area for those individuals who visit the office. We are considering additional means to alert the public generally that such material is available.

As regards the standards for the processing of R cases and C cases, the Regions should include at the end of the standard docket letters the appropriate version of the following sentence:

Customer service standards concerning the processing of [representation] [unfair labor practice] cases have been published by the Agency and are available upon request from the Regional Office.

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The Spanish language version of the customer service standards will be provided to you in the near future.

If you have any questions concerning this matter you should call your Assistant General Counsel.


W. G. S.

cc: NLRBU

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