U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

NOTICE
N 8000.324

Effective Date:
6/12/06
Cancellation Date:
6/12/07

SUBJ: NOTIFICATION OF REQUIREMENTS IN COMPLIANCE/ENFORCEMENT BULLETIN NO. 2006-1

1. PURPOSE. This notice advises aviation safety inspectors (ASI) of certain requirements concerning small businesses that the Federal Aviation Administration (FAA) regulates. The requirements have to do with complaints and comments by those small businesses about unfair or excessive regulatory enforcement.

2. DISTRIBUTION. This notice is distributed to the division level in the Flight Standards Service in Washington headquarters; to the branch level in the regional Flight Standards divisions; to the Flight Standards District Offices, and to the Regulatory Standards Division at the Mike Monroney Aeronautical Center. This notice is also distributed electronically to the division level in the Flight Standards Service in Washington headquarters and to all regional Flight Standards divisions and district offices. This information is also available on the FAA Web site at: http://www.faa.gov/library/manuals/examiners_inspectors/8000.

3. BACKGROUND. FAA's Office of General Counsel issued Compliance/Enforcement Bulletin No. 2006-1, Complaints and Comments by Small Businesses of Unfair or Excessive Regulatory Enforcement.

a. The Compliance/Enforcement Bulletin addresses requirements from the Small Business Regulatory Enforcement Fairness Act of 1996. This public law requires federal agencies to disseminate to small businesses they regulate specific information about the Office of National Ombudsman.

b. Compliance/Enforcement Bulletin No. 2006-1 has a specific action item for Flight Standards ASIs when they conduct inspections of operators who meet the criteria of a small business concern. If that operator has a complaint or a comment about the inspection or its results, the inspector must provide an information sheet to the operator.

4. ACTION. Inspectors should read the attached Compliance/Enforcement Bulletin No. 2006-1 (Attachment 1). If an operator has a complaint or a comment concerning an inspection, provide them a copy of Attachment 2, Flight Standards Office of the National Ombudsman Information Sheet.

5. FLIGHT STANDARDS CUSTOMER SATISFACTION INITIATIVE. Neither the information in this notice nor the requirements in Compliance/Enforcement Bulletin No. 2006-1 supersede the Flight Standards Customer Satisfaction Initiative (CSI: Flight Standards).

Inspectors should continue to encourage operators to use CSI: Flight Standards and at the same time provide them a copy of the referenced information sheet (Attachment 2).

6. DISPOSITION. During the effective period of this notice, Flight Standards policy divisions will determine whether this information needs to be a permanent change to Flight Standards policy documents.

7. FURTHER INFORMATION. Questions concerning Compliance/Enforcement Bulletin No. 2006-1 should be directed to regional counsel.

ORIGINAL SIGNED by

James J. Ballough
Director, Flight Standards Service

Attachments

Attachment 1. Copy of Compliance/Enforcement Bulletin No. 2006-1

3/13/06 2150.3A CHG 32
Appendix 1

COMPLIANCE/ENFORCEMENT BULLETIN NO. 2006-1

Subject : Complaints and comments by small businesses of unfair or excessive regulatory enforcement.

1. Discussion. The Small Business Regulatory Enforcement Fairness Act of 1996 created the Office of the National Ombudsman, which is charged with receiving complaints and comments from small business concerns regarding perceived unfair or excessive regulatory enforcement by federal agencies, such as the Federal Aviation Administration (FAA). The National Ombudsman, in turn, forwards the complaints and comments to the agency for review and to consider the fairness of its action. To better advise small businesses of their rights as a small business, FAA investigative personnel will disseminate to each small business concern information concerning the Office of the National Ombudsman.

2. Action. Each FAA employee who conducts an inspection of a small business concern that is regulated by the FAA will provide the small business concern with an information sheet. The information sheet will inform that entity that it may submit its complaints or comments regarding unfair FAA regulatory enforcement to the National Ombudsman. The information sheet will contain the following language:

> Our objective is to ensure a fair regulatory enforcement environment. If you feel that you have been treated unfairly or unprofessionally, you may contact the FAA by calling the FAA's Office of Rulemaking at (202)-267-3404, or by mailing your comments or complaints to the Federal Aviation Administration, Office of Rulemaking, 800 Independence Avenue, S.W., Room 808, Washington, D.C., 20591. You also have a right to contact the Small Business Administration's National Ombudsman at 1- 888-REG-FAIR (1-888-734-3247), or www.sbs.gov/ombudsman regarding the fairness of the compliance and enforcement activity of the FAA.
>
> The FAA strictly forbids retaliatory acts by its employees. As such, you should feel confident that you will not be penalized for expressing your concerns about the FAA's compliance and enforcement activities.

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Attachment 2. Flight Standards Office of National Ombudsman Information Sheet

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