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MAY 10 1975

THE WHITE HOUSE
WASHINGTON

May 9, 1975

MEMORANDUM FOR: JACK MARSH
FROM: BILL BAROODY 

Attached is a memo from Virginia Knauer to the President outlining the TARP report on consumer complaint handling in fifteen government agencies, which I discussed at Senior Staff Meeting on Wednesday of this week.

As you recall, the contract was initially planned to release this report late this week or by Wednesday of next week. Virginia has obtained their consent to postpone the release of the document until June 2nd and in her memo to the President indicates that we will circulate the report to the fifteen agencies and ask them to comment by May 23rd. Their comments will be included in the June 2 release.

Request that you transmit Virginia's report to the President.

Tab B

ES. EXECUTIVE SUMMARY

ES.1/ Purpose of the TARP/MF Study: Feasibility Study to Improve Handling of Consumer Complaints, HEW-OS-74-292

MC-1

OCA has defined the overall purpose of this Feasibility Study to Improve Handling of Consumer Complaints as follows:

...the purpose of this contract is to investigate existing Federal and non-Federal government programs for resolving consumer complaints, as well as programs conducted by business and voluntary groups, to determine the adequacy of these mechanisms and if needed to recommend alternatives for development of more uniform, more effective, integrated consumer complaint handling mechanisms.¹

This report presents the findings of the first portion of the Federal Central Office phase of the contract, "the basic study".² This phase of the contract is limited to describing and evaluating selected Federal government programs for resolving consumer complaints. The operation of these programs is studied at the Central Office level of agency organization. The complaint-handling systems of fifteen Federal agencies have been examined. Twelve of these Federal agencies³ have been examined in depth. Descriptive overviews of the consumer complaint-handling systems of the three other Federal agencies⁴ have also been prepared.

Work on the second portion of the Federal Central Office phase of the contract, "alternative task 2," is presently under way. The complaint-handling systems of seven more Federal agencies are being examined in depth.⁵ Upon completion of this work in November 1975, the Federal Central Office phase of the contract will be concluded. Then, at the option of OCA, complaint-handling systems operating in Federal agency Regional Offices, state and