

North Carolina Department of Labor
Division of Occupational Safety and Health
Raleigh, North Carolina

Field Information System
SN/OPN

Operational Procedure
Notice 104

Compliance Operations Manual Change 9

Date: February 1, 1996

Subject: Revisions to the Bureau of Compliance Operations Manual
Chapter IX - Complaints and Referrals

A. Purpose.

This OPN transmits a revised Chapter IX, Complaints and Referrals, to the Compliance Operations Manual with an effective date of February 1, 1996.

B. Action.

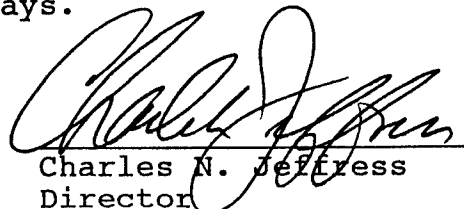
Chapter IX, currently in your Operations Manual, should be replaced by the revised Chapter IX, Complaints and Referrals.

C. Change Explanation.

Chapter IX has been revised to reflect the current procedures for handling complaints as a result of the decentralization effort and various reinvention initiatives. The major changes include:

1. Inspections can begin for certain serious complaints without employee signature.
2. Formal complaints of lesser severity can be investigated using nonformal procedures if authorized by the complainant.
3. The telephone can be used to investigate nonformal complaints.
4. Complainant's signature can be secured in person.
5. Complaint scope criteria have been changed.
6. Formal other-than-serious complaints will be investigated within 60 days.

February 1, 1996
Date


Charles N. Jeffress
Director