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Serving the American Public: Best Practices in Resolving Customer Complaints



Federal Benchmarking Consortium Study Report

MARCH 1996

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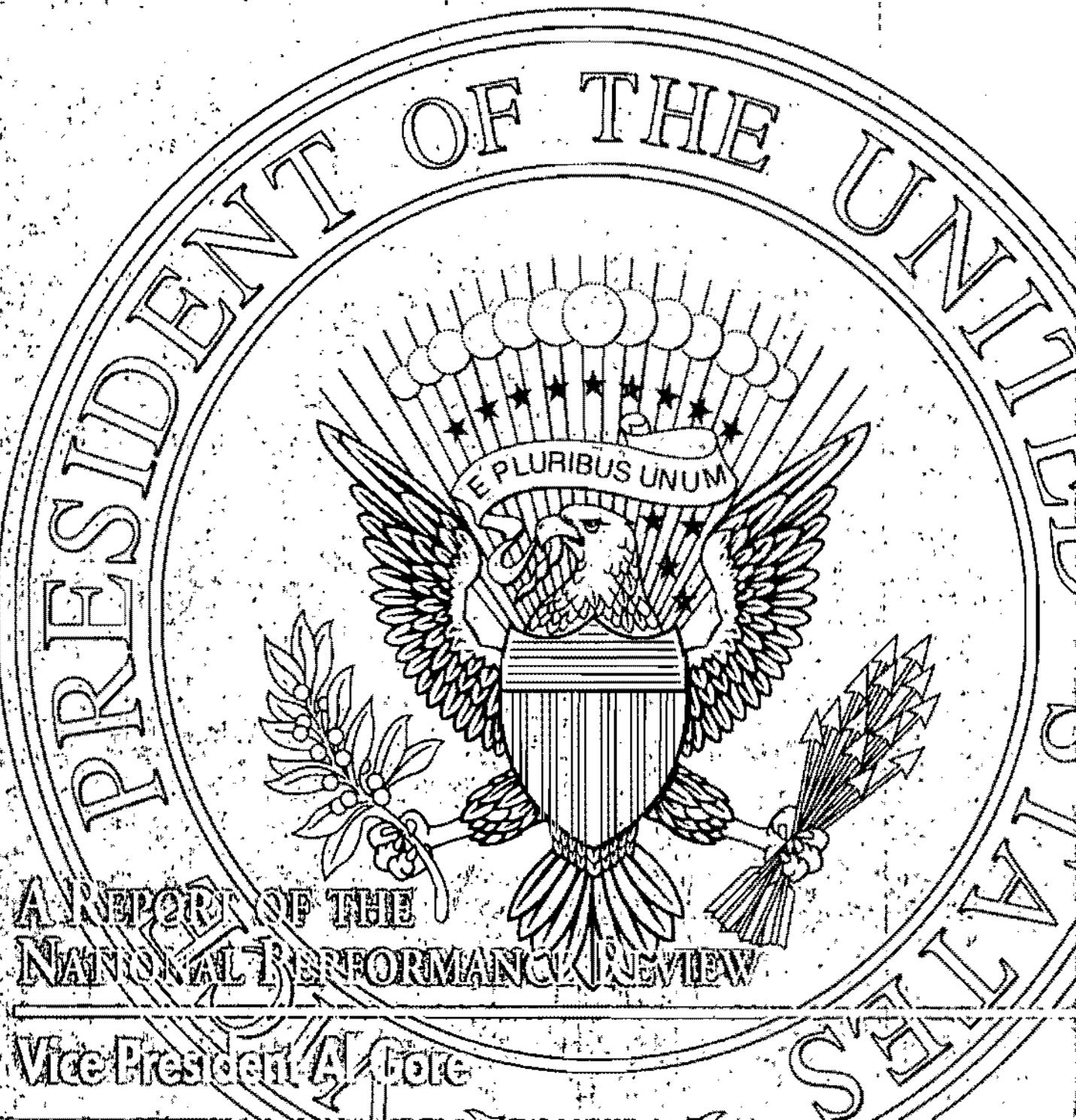
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WORLD CLASS COURTESY

A Best Practices Report



A REPORT OF THE
NATIONAL PERFORMANCE REVIEW

Vice President Al Gore

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**SERVING THE AMERICAN PUBLIC:
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**FEDERAL CONSORTIUM
BENCHMARK STUDY REPORT**

FEBRUARY 1995



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