



M 00456

EMPLOYEE AND LABOR RELATIONS GROUP

Washington, DC 20260

JUL 3 1978

ARTICLE	17
SECTION	
SUBJECT	
INTERVIEW	
CUSTOMER	

Mr. Thomas D. Riley
Assistant Secretary-Treasurer
National Association of Letter Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001

Re: T. Young, Jr.
Whittier, CA
NC-W-9980/W-1465-77N

Dear Mr. Riley:

On February 16, 1978, we met with you to discuss the above-captioned grievance at the fourth step of our contractual grievance procedures.

The matters presented by you as well as the applicable contractual provisions have been reviewed and given careful consideration.

Based on the evidence presented in this grievance, we find that in the specific circumstances considered, the request to interview the customer was properly denied. However, in cases where a customer's complaint is directly used to affect the wages, hours and working conditions of an employee, the steward shall be allowed to conduct such an interview if the customer agrees.

Therefore, it is our conclusion that no violation of the National Agreement occurred and the grievance is denied.

Sincerely,

Karl A. Wise
Labor Relations Department