

The
City
of
New York



DEPARTMENT OF BUILDINGS

EXECUTIVE OFFICES

60 HUDSON STREET, NEW YORK, N.Y. 10013

CHARLES M. SMITH, Jr., R.A., Commissioner

FREDRIC J. POCCHI, P.E.

Assistant Commissioner/Operations

MEMORANDUM

To: Distribution

From: Fredric J. Pocchi, P.E., Assistant Commissioner

Date: March 13, 1989

Subject: Priority A Complaints

For all complaints received that fall under the Priority A designation, every effort must be made to obtain a telephone number for the complainant.

After the Priority A complaints are referred to the Administrative Chief Inspector, the Chief or a designated representative should call the complainant to try to gather additional information on the nature of the problem. This information should be used to evaluate the priority designation in greater detail to determine if it is properly classified. If, after discussing the situation with the complainant, or because of other information (e.g. pattern of prior inaccurate complaints) the Chief feels that reclassification is justified, the priority code may be reassigned. The Chief or designated representative should initial the change.

FJP:HG:mh