

February 1, 1985

NOTE TO: William J. Dircks, Executive Director for Operations  
FROM: James P. O'Reilly, Regional Administrator

For your information and files relative to OIA report  
and forwarding memorandum.

Dictated by JPOR  
(not reviewed)

Enclosure:  
RON No. 1002  
dtd 2/1/85

cc w/encl:  
V. Stello, DEDROGR



UNITED STATES  
NUCLEAR REGULATORY COMMISSION  
REGION II  
101 MARIETTA STREET, N.W.  
ATLANTA, GEORGIA 30323

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Regional Office Notice No. 1002

PROCESSING ALLEGATIONS, COMPLAINTS AND INVESTIGATIONS - REGIONAL OFFICE  
INSTRUCTION NO. 1030, REVISION 1

A. Purpose:

To review applicable procedures related to the processing of allegations and complaints within Region II.

B. Discussion:

Regional Office Instruction No. 1030, Revision 1, establishes Regional Office policy and procedures for the proper processing, control and disposition of allegations, complaints and concerns involving NRC licensed facilities identified by, reported to, or received by any Region II staff member. Generally, staff members have complied with the policy set forth in the Instruction and this has served to raise our program to its benchmark status. It is only with such continued awareness and participation that we can keep the program at its current level and strive to improve upon it.

We have come far in the development of our program. Refinements have come gradually over the years and program improvements have resulted from the work of many individuals. Staff members have contributed greatly to enhancing reporting procedures, report writing relative to allegations, and programmatic documentation. It is specifically this broad band participation by staff members that has sustained the program's success. However, a word of caution is also indicated here. A well functioning program faces many dangers. Complacency often accompanies success and this particular program certainly is prone to complacency in that staff members may unwittingly overlook issues clearly within the reportability scope of the program. Indifference can also overtake a successful program and cause an irreparable downturn. But perhaps the most damaging occurrence is that one allegation that is not reported and that later surfaces to become a major issue demanding high level attention, unwarranted resources for resolution, and causing personal and professional embarrassment to those involved. Our track record in this regard has been good, but there is always room for improvement - improvement in the sense of ensuring we remain alert to those dangers.

Those issues addressed above, although relating to reportability, also apply to your actions with regard to the resolution of allegations. We must ensure that when we are involved in the resolution of allegations that the resolution is accurate, detailed, complete, thorough and timely, for it takes only a moment for a voice, arrogating the resonance of concerned authority, to stigmatize that effort - to label it irresponsible, poorly conducted, or simply bad. It can take a considerably long time to refute such charges as it must be done on a point by point basis. Only if our work has been done professionally and completely will we be able to defend it successfully.

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The continued success of this program depends on you. Your continued awareness and sensitivity to the spirit and intent of the program will ensure that Region II retains its position as the leader in this area.

C. Action:

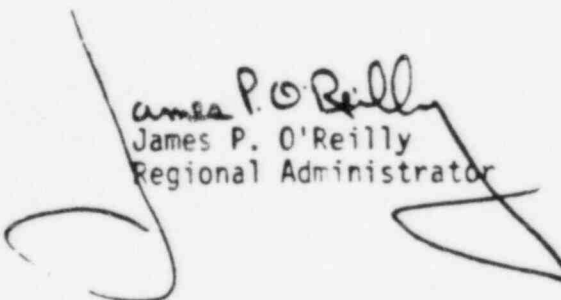
1. Staff members are to review Regional Office Instruction No. 1030, Revision 1, and ensure they have a working knowledge of the requirements set forth in that Instruction.
2. Branch Chiefs should ensure that a copy of the Instruction is readily available to their personnel and conduct periodic discussions with their personnel regarding the contents of that Instruction.
3. Staff members are encouraged to contact their supervisors and/or the Enforcement and Investigation Coordination Staff to discuss questions or procedural concerns relative to the Instruction.
4. Staff members are encouraged to make suggestions as to how the program can be improved and enhanced.
5. The Regional Training Officer, in coordination with the Investigation/Allegation Coordinator, will ensure that appropriate training relative to the handling of allegations is scheduled for the Region on a semi annual basis.
6. The Investigation/Allegation Coordinator will ensure that this Regional Office Notice is incorporated into the next revision of Regional Office Instruction 1030.

D. Contact:

Questions and/or comments should be referred to the Investigation/Allegation Coordinator, Enforcement and Investigation Coordination Staff, at Extension 4193.

E. Cancellation Date:

This Notice is cancelled for record purposes on January 1, 1986.

  
James P. O'Reilly  
Regional Administrator

Distribution List A