C   FAA Policy Manual - Request for Policy Clarification

REVISION 39
(12/01/15 –01/31/16)

Elevate policy or procedure questions in the following order:

- The Unit Supervisor or EI III

- Local Office Manager (LOM)

- Region Office Management

When the Region office cannot resolve the issue, authorized staff within the region must send the request to the Policy Support Team (PST) via e-mail using the Request for Policy Clarification Form FAA-1512A found in the DES Digital Library.

Policy Clarification (PC) requests must be case specific and the requestor must be on the approved list to elevate a PC request.

WARNING

Field Inquiries are sent via e-mail to the Policy Support Team at FAAPolicyMgmt@azdes.gov (FAA POLMGT in the DES global directory).

Upon receipt of the Request for Policy Clarification Form, the PST completes all of the following:

- Via e-mail, responds to the requestor acknowledging receipt and providing the name of the assigned Policy Specialist.

- Responds to the requestor with one of the following:

  A clarification response within two workdays(g).

  A response that there is a delay in the clarification as the result of either of the following:

  - Request for additional information.

  - Assistance required from the Office of the Attorney General, Food and Nutrition Service, or the AHCCCS Administration

Elevate questions regarding system performance first to the Unit Supervisor or EI III. When the issue cannot be resolved at the local office level, contact one of the following:

- [FAA Systems Help Desk](#) when the issue is with an AZTECS function.

- [FAA Policy Manual Navigational Help Desk](#) when the issue is navigating or locating policy in the FAA Policy Manual.

FAA1.A Background and Introduction : 02 FAA Policy Manual - Overview : C FAA Policy Manual - Request for Policy Clarification

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