

.02 QC Protests - QC Protest Decision

The Office of Program Evaluation (OPE) and the Program Administrator's (PA) designated staff have five [workdays\(g\)](#) from the date of the Protest Memorandum to reach an agreement. The process of determining the validity of the error cited and taking action is as follows:

- When the PA's designated staff agrees with OPE, the region office is notified via an Interoffice Memorandum from the PA. The region office notifies the local office to correct the case and document the corrective actions taken on the QC-100. A copy of the QC-100 is placed in the [case file\(g\)](#).
- When the PA's designated staff and OPE agree that the QC determination was incorrect, OPE issues a revised QC-100. The revised QC-100 original is routed to the local office. Copies are sent to everyone initially copied.
- When the PA's designated staff disagrees with a QC determination, and OPE does not agree that the error was incorrectly cited, the federal representative is contacted. When an agreement cannot be reached, the FAA PA's designated staff and the OPE administrator's designated staff meet in an attempt to reach an agreement. When an agreement cannot be reached at that level, the Assistant Director (AD) of **DBME** issues the final ruling.
- When it is determined that the error cited on the QC-100 is correct, no revision is made to the QC-100. The Policy Support Team (PST) representative notifies the designated staff, via e-mail, of the DBME AD's decision that the error remains as cited.

When it is determined that the error cited on the QC-100 IS NOT correct, the QC-100 is revised. A memo is issued to the field to inform staff of the change.