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To: Ombudsman Program
Subject: 10/27/09 FR Pilot Omnibudsman Notice

This sounds like a good idea.

As suggestions:

(1) Consider providing a standardized email form for such submissions, that could include, for example, a checklist for the required prior efforts, the specific unresolved statutory or Rule issue, whether the problem it is just in this one case or chronic with this examiner, etc.

(2) It would be important not to tell examiners whom, or, especially, how many, such complaints have been filed, in order to reduce the chances for examiner retaliation against the attorney or client in other applications, since that has been the major deterrent to making complaints against examiner conduct.

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