



UNITED STATES
NUCLEAR REGULATORY COMMISSION
REGION II
SAM NUNN ATLANTA FEDERAL CENTER
61 FORSYTH STREET SW SUITE 23T85
ATLANTA, GEORGIA 30303-8931

April 30, 2002

Regional Office Instruction No. 2230, Rev. 2

SUPERVISORY ACTIONS ON NRC STAFF CONCERNS

A. Purpose:

To provide direction for managers and supervisors to ensure that nuclear safety concerns identified by staff employees are promptly resolved and that the supervisor provides timely feedback to the concerned individual. This instruction has been issued with a new issuance date and no changes to the discussion or action sections.

B. Discussion:

Periodically, staff employees identify nuclear safety concerns which do not reach the threshold of a Differing Professional View or Opinion (ROI 2304). These concerns also require special attention from management to ensure that the concern is resolved adequately in a timely manner and that the staff member who has identified the concern is kept informed regarding its disposition.

This Instruction is to aid all supervisors and managers on the basic staff interface philosophy to address these issues and provide feedback. It is expected that all supervisors and managers take an appropriate approach in dealing with these concerns. It is recognized that many concerns of staff members may not require the actions intended in this instruction; however, supervisory personnel must be sensitive to staff members' nuclear safety concerns.

C. Action:

1. Managers and supervisors will ensure that nuclear safety concerns given to them by the staff, either in writing or orally, are adequately dispositioned in a timely manner. Normally, these concerns should be handled as follows:
 - Conduct interview with the concerned staff member to ensure a clear understanding of the concern.
 - The supervisor should explain to the concerned staff member the supervisor's understanding of the issue and proposed disposition of the

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issue. -

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- If the concerned staff member does not agree with the supervisor's proposed disposition, then document the concern in a memorandum for the next higher level of management.

Prepare a letter to the concerned staff member which contains the following:

- a. Direct expression of agreement or disagreement with the issues.
 - b. Whether the concern will be pursued and the reason if not.
 - c. A plan of action and associated schedule of events. The schedule should provide for feedback to the employee of the status of concern disposition on at least a monthly basis.
 - d. Concurrence of plan and schedule by next higher level of management.
 - e. A reminder of the availability of the informal and formal Differing Professional View or Opinion Process (ROI 2304).
2. Managers and supervisors receiving concerns from staff members should ensure that "real-time" dialogue is conducted with the concerned staff member to the extent that they are involved and are a "partner" in the resolution of the concern. If the concerned individual has comments on the proposed plan of action, the comments should be documented, either by the concerned individual or the supervisor, and discussed with the next higher level of management. Reasons for changing or not changing the plan shall be documented.
 3. The manager must provide a written memorandum to the concerned staff member documenting the final disposition of the concern. The next higher level of management must review and concur.
 4. The written resolution/disposition of the concern shall be followed up by the supervisor by personal or telephone contact and documented. If the concerned person has a disagreement with the resolution, the disagreement shall be referred to the Regional Office Differing Professional Views Coordinator per Regional Office Instruction No. 2304.
 5. Managers and supervisors should convey to staff members, periodically, in staff meetings, that the Region II management philosophy is "open door" and should foster a willingness to discuss concerns.
 6. Managers and supervisors should keep the appropriate Division Director and Regional Administrator apprised of these concerns.

D. Contact:

Questions and comments regarding this Instruction should be directed to the Deputy Regional Administrator at extension 24411.

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E. Effective date:

This instruction is effective upon issuance, and supersedes Regional Office Instruction No. 2230, Rev. 1, dated June 9, 1998.

**/RA by Bruce S. Mallett Acting For/
Luis A. Reyes
Regional Administrator**