

BOARD POLICY LETTER

26 JANUARY 1969R

REVISED 12 DECEMBER 1974

Remimeo

LRH Comm Hat

Communicator (Originally issued as FO 1758)

Hats

Staff Hats

CANCELS

HCO POLICY LETTER OF 26 JANUARY 1969

SAME TITLE

COMPLIANCE REPORTS

(Note: The Compliance Admin system can be wildly out. Compliance reports can fail to reach LRH or the person ordering such as a Sen Executive or Officer.)

This P/L (FO) is to set things right.

Essentially there is a Command Comm cycle. HE WHO GIVES THE ORDER GETS AN ANSWER!

They are never routed off the lines before they reach the originator of the order. To do so creates an atmosphere of non-compliance. The originator knowing only that he has never heard thinks the order has not been done, or is forced to listen to rumour, or has to use other lines to get the data.

And thus no real co-ordination of orders can occur.

And the originator is driven into apathy on getting compliance to even the most simple orders.

WHAT A COMPLIANCE REPORT ISN'T

Daily reports of Aides, Captains, COs OTL and juniors are NOT compliance reports but info only.

Such daily reports contain:

1. The activities of their zone.
2. Particularly any important event that is occurring.
3. Any data that would be of interest to the senior.

Such reports are very explicit, never generalized and must not rely upon supposed knowledge of the recipient. Give full name rank serial number type data, never Major Jones called today type information. That relies on the recipient remembering who Major Jones is. It's Major Jones of the American Trade Association. Enough data to clearly identify WHO. And in the same way of course enough data to identify WHAT or WHAT ABOUT.

And never use confusing type abbreviations. C/S can mean Case Supervisor or Church of Scientology or even cycles per second!

Daily reports are NOT compliance reports but info only summarized for fast assimilation by the recipient.

#### WHAT A COMPLIANCE REPORT IS

A compliance report is exactly that. It is a REPORT OF COMPLIANCE, a complete cycle reported to the originator DONE.

It is not a cycle begun, it is not a cycle in progress. It is a cycle completed AND REPORTED BACK TO THE ORIGINATOR AS DONE so that the Command Comm Cycle is completed.

To merely commence a cycle is not to comply. To merely make some progress is not to comply. To drive it through to completion is. And to then report DONE to the originator is to put in a compliance report.

A compliance report has to be answered with the order and get logged and the answer goes to whoever issued the order. Standard TRs.

In practice a compliance report takes the following form. It is in standard despatch form routed through the usual channels. It is headed at the top middle of the page COMPLIANCE REPORT. It has a brief concise description of what was done.

1. It is in standard despatch form routed through the usual channels.
2. It is headed at the top of the page in the middle COMPLIANCE REPORT.
3. It has a brief concise description of what was done.
4. It has clipped to it ALL the original orders so that the originator and communicators on the line can see at a glance what was ordered, and comparing this with what was done, see that it is in fact a compliance, a completed cycle.
5. Any other relevant information is also clipped behind. Such as a carbon of a letter written if that was what was ordered.
6. AND IT IS ADDRESSED AND GOES TO THE PERSON ORIGINATING THE ORDER, via any communicator who logs it as a compliance.

7. It contains an attestation that what was done has been completed; such as "Order attached completed".

#### COMPLIANCES ON EDs AND EVAL PGMS

The above applies strictly to compliances on orders in despatch or telex or verbal form - those that are not divided up into targets in programme or project format.

The administration of compliances on programme and project targets is different.

Here the primary consideration is that of speed and teamwork, as it is usually necessary to complete the targets quickly in order to handle an emergency or to effect an opportune expansion.

The responsibility for the completion of the whole programme is assigned to a specific terminal - a communicator or Flag Rep, or another. This person's part in the team is to simply collect reports attesting "I have done Tgt No. \_\_\_ of ED \_\_\_," in a large accessible basket prominently displayed for that purpose, and to then himself inspect and collect or report on the evidence which indicates whether or not the target was done.

If he cannot verify that the target was done, or finds that it is falsely reported done, then he takes appropriate Ethics action and intervenes to obtain the full compliance.

But usually he will find it has been done, and makes it his business to collect the evidence and write up his observations on the compliance.

The compliance reports, evidence and observations are placed in the folder for the programme which also contains his master copy of the programme stapled to the inside front cover of the folder.

The thing to bear in mind when collecting evidence and observing the compliance is that it is from this data that the evaluator will do his 4 last targets, so the data should be adequate to this purpose.

The programme folder is presented in due course to the originator, together with all debug actions and their results.

A competent and industrious Communicator would carry out the four last targets for his Executive, and present them with the completed programme for approval.

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LRH Comm Aide CS-7

Revised by  
LRH Pers Comm

for the  
BOARDS OF DIRECTORS  
of the  
CHURCHES OF SCIENTOLOGY

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