

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 23 DECEMBER 1968

Remimeo

(Reissued 13 January 1991. Only change is to correct the date of the issue. Correction not in script.)

GOOD SERVICE

(Originally written by LRH as LRH ED 74 Int of 23 Dec. 68. Issued as an HCO Policy Letter on 28 Apr. 73.)

The public expects good service. By this they mean positive scheduling, accurate billing, accurate addressing, good technical rendition of training and processing.

The most frequent source of ARC breaks with the public, as has been pointed out many times in policy, is INACCURATE BILLING. This is handled by an invoice filing system and every person who buys anything has a folder in Accounts if he pays more or less than the actual cost of service. Giving credit is seldom done these days except in Qual. You can lose money and customers by inaccurate billing.

A second cause of ARC breaks is a person's name in the mailing address list twice or three times so he gets 2 or 3 mailing pieces.

A third cause is Letter Reg letters writing to offer a service the person has already taken. This only happens when Letter Reges write without the person's folder before them or when CF is backlogged.

A fourth cause is failing to answer a person's questions in letters.

Another cause is an ethics injustice.

Another is making it hard for people to help - too tough an Issue Authority.

Most orgs do face-to-face handling extremely well. It's the accounts, mailing and admin bits that go slack.

A source of down stats is making CF into "hot" and "cold" files and failing to write the cold ones. It's illegal to put tons of CF folders off the line. It ARC breaks people also not to hear at all.

Scientology org staffs do remarkably well.

It is almost unreasonable of the public to complain of things like billings as we always correct them. But the public does have for comparison sleek admin from airlines, etc.

I regard attacks on or criticisms of orgs and staffs as a personal affront, actually, and when somebody complains too hard about an org, I usually ask him why he or she isn't on staff straightening it up and making it go right. I recommend that approach to the critic.

And I also recommend admin attention to the items above.

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