



U.S. Department
of Transportation

**Federal Railroad
Administration**

Memorandum

Date: June 15, 1998

Reply to Att. of: MP&E 98-67

Subject: Complaint Investigation, Thoroughness in Investigating

From: Edward R. English
Director, Office of Safety Assurance and Compliance

To: Regional Administrators, Deputy Regional Administrators,
Motive Power & Equipment Specialists and Inspectors

This office was investigated by the Office of Inspector General, Department of Transportation (OIG) because of a complaint submitted to them by a railroad employee who did not like the results of an FRA investigation. Although FRA successfully completed the investigation after additional information became available to the FRA, the OIG still made the following finding.

FRA did not adequately investigate an incident involving crew members' exposure to carbon monoxide because the FRA inspector did not obtain all relevant facts including medical information during its investigation.

Consequently, I am compelled to remind all inspectors of their grave responsibilities in thoroughly investigating complaints the first time. Job pressures must not interfere with the investigation, even if it is thought that the investigation is taking an inordinate amount of time.

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