§ 3030.40  
Subpart E—Settlement  

§ 3030.40 Policy on settlement.  
It shall be the general policy and practice of the Commission to encourage alternative dispute resolution and settlement of complaints by informal procedures, such as correspondence, conferences between the parties, and the conduct of proceedings off the record with the consent of the parties.  

§ 3030.41 Satisfaction.  
(a) If a complaint is resolved informally, in whole or in part, subsequent to Commission action under § 3030.30(a)(1), the complainant must promptly file:  
(1) A statement explaining the resolution; and  
(2) A motion to dismiss or amend the complaint based on the resolution.  
(b) The Commission may order the submission of additional information before acting on any motion filed under paragraph (a)(2) of this section.  
(c) In determining whether to allow the complaint to be dismissed or amended under this section, the Commission will take into consideration whether the issues raised by the complaint may continue to impact a significant segment of the mailing community.  

Subpart F—Commission Determinations and Relief  

§ 3031.10 Rate or service inquiry contents.  
(a) A rate or service inquiry shall be in writing and should contain:  
(1) The name, address, and telephone number of the inquiring party;  
(2) Details regarding the Postal Service’s action or inaction;  
(3) A statement of facts supporting the inquiring party’s allegations; and  
(4) The specific relief being sought, if any.  
(b) The Commission may waive any of the requirements listed in paragraph (a) of this section to serve the interests of justice.  

§ 3031.11 Rate or service inquiry procedures.  
(a) The Commission will forward rate or service inquiries to the Postal Service for investigation. The Postal Service will, within 45 days of receipt of such inquiry, advise the Commission in writing, with a copy to the inquiring party, of its resolution of the inquiry or its refusal or inability to do so.  
(b) The Commission will monitor all rate or service inquiries to determine if Commission action under § 3031.12 is appropriate.