

Dear Participant:

As part of a customer satisfaction study of workers served by the U.S. Department of Labor, I am writing to ask for your help in assessing how well the Department's Wage and Hour Division (WHD) performed when it conducted its investigation of your complaint.

You are one of a number of American workers chosen from our records to participate in our study. Your answers to the enclosed questionnaire will be used to make improvements in how WHD performs its investigations with respect to timely service, communication, and performance in protecting your rights to job-protected family and medical leave.

Your answers will be completely confidential to the maximum extent under the law. **Your employer does not know you have been sent this information and will not see your answers. Your local WHD office will not see your individual answers either.** Summary survey results will only be reported to your local WHD office (no use of names or identifiers) for improvement purposes. The questionnaire does have a District Office identifier code so that we can provide summary information. Your responses cannot be traced back to your name.

I would appreciate your responses to the questionnaire to be returned **no later than June 3, 2011**. Enclosed is a pre-paid envelope for you to return your completed survey. **Please remember that we need your help to make the improvements necessary to better serve workers such as yourself.**

If you have any questions please contact Michael Kravitz of my staff at 202-693-0051. Otherwise, I look forward to receiving your completed questionnaire. Thank you very much for your input for improved customer service.

Sincerely,

Nancy J. Leppink
Deputy Administrator

Enclosure