Records Schedule Number: DAA-0237-2025-0006

Status: APPROVED
Date Approved: 05/19/2026

General Information

Agency or Establishment	Federal Aviation Administration
Record/Scheduling Group	0237 - Records of the Federal Aviation Administration
Records Schedule Applies To	Agency-wide
Schedule Subject	External Stakeholder Feedback
Additional Schedule Information	External stakeholder feedback is used by the FAA to collect information from the public about their respective perceptions and/or interactions with the FAA concerning the quality of services and products provided. The information collected is used to improve and align FAA products and services with the needs and expectations of the public. By actively collecting and utilizing feedback from stakeholders, organizations can gain valuable insights into areas for improvement, identify strengths and weaknesses, and make informed decisions to enhance the overall quality of their services and products. This process helps in aligning offerings with stakeholders' needs and expectations, ultimately leading to increased satisfaction and better outcomes.
Is There a Classified Version of This Schedule?	No
Is consultation and coordination with Tribal Governments required?	No - the records covered by this schedule do not implicate Tribal interests

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Item Count

Total number of disposition items: 1
Number of Temporary disposition items: 1
Number of Permanent disposition items: 0
Number of Items with Disposition Not Approved: 0
Number of Inactive disposition items: 0

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Outline of Records Schedule Items for DAA-0237-2025-0006

Item #	Title	Disposition
0001	External Stakeholder Feedback Records	Temporary

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Records Schedule Items

DAA-0237-2025-0006-0001	STATUS: Active
ITEM GENERAL INFORMATION	
Item Title	External Stakeholder Feedback Records
Item Description	Records consist of comments and inquiries received by the general public via stakeholder feedback mailboxes, direct emails, phone calls, or in person communications.
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	Yes
	Superseded Items
Superseded Item	Item Superseded in Part? Explanation
DAA-0237-2024-0008-0002	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy 3 year(s) after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

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Signatory Information

Action	User	Date
Approve	Edward Forst (Acting Archivist)	05/19/2026

This schedule was signed outside of the ERA system using Standard Form 115.

NARA staff updated ERA to reflect this approval, moving the record schedule into an approved status. The approved status allows for generation of a PDF indicating that the schedule has been approved, and allows an agency to use the schedule in ERA to create transfer requests. The approved date in the system and on the PDF version of the records schedule reflects the system actions.