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Sent: Friday, October 30, 2009 4:36 PM

To: Ombudsman Program

Subject: Ombudsman Program

I would like to give my support to such a program. While the PTO generally does a fine job in normal circumstances, I have found, after 40 + years of practice, that when anything out of the ordinary occurs things do not go smoothly. Over-worked Examiners rarely return phone calls and, Heaven Forbid, when one finds it necessary to file a Petition, one seem to open a new entrance to LIMBO. Much of this has been necessitated by inconsistencies in the Rules. For example, the requirement that Objections be cleared before filing an Appeal to argue Rejections. Removing Objections requires either concurrence with the Objection or the dreaded Petition. It has been my recent experience Petitions do end up in LIMBO. Months go by with no response. Filing Status Letters seem to open only another entrance into LIMBO. The lack of response is not only aggravating to practioners but very expensive for clients, in some instances necessitating either paying for extensions of time or paying for Notices of Appeal and Briefs, just to keep the case alive while awaiting decisions. If an Ombudsman could correct these deficiencies it would be a notable program, indeed.

Respectfully submitted,

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