Gaps between the base and the front desk

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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4 gaps · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **All four gaps point the same way: the front desk is more flexible than the authority announces.** Good news about the service, and a question of equal treatment.

Procedure	What the base says	What the front desk does	Source of the flexibility
Identity card	Online pre-application	Accepted without, for the over-75s and social-centre referrals	**Internal instruction of 09/01/2026**
Nursery registration	Applications 1 to 31 January	Late files accepted on a job relocation	**Internal instruction of 22/02/2025**
Village hall	Two months' notice	A fortnight out of season	**Staff note of 14/09/2024**
Hosting certificate	No mention of appointments	Appointment offered as a matter of course	**Practice, unwritten**

> **The fourth gap does not even have a written instruction.** It is an established practice nobody formalised — which makes it harder still to find, and more dependent on which officers are in post.

Who benefits, and who does not

Channel	Benefits from the flexibility?	Why
Front desk	**Yes**	The officer knows the instruction
Telephone	**No**	The voice agent serves the base
Chat	**No**	Serves the base
Website	**No**	Publishes the base

An 80-year-old who comes in person benefits from the exception. The same person on the phone is told a pre-application is required, and gives up. That gap is what gets corrected, not the flexibility itself.

What is proposed, and what stays untouched

Action	By the agent	By the authority
Flag the gap to both owners	**Yes**	—
Decide whether to publish the exception	—	**Yes**
Publish the exception	—	**Yes**
Formalise the unwritten practice	—	**Yes**

> **Some exceptions have good reasons not to be published.** A flexibility announced stops being a flexibility: it becomes a rule, with its disputes. The decision belongs to the authority alone.

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