











Customer Bill of Rights

It is our pleasure to collaborate with you on all your small and large development projects, and we are dedicated to fostering an atmosphere characterized by mutual respect, courtesy, and accountability.



YOU HAVE THE RIGHT...

-  to make an appointment and receive prompt, courteous service by staff members who are concerned about your time and costs.
-  to receive the names of the Development Services staff who are serving you.
-  to receive a response by the next business day, when you leave a phone message requesting information from a staff member.
-  to a second opinion and may always speak to a supervisor.
-  to receive information about the service you need and information explaining how to access that service.
-  to an itemization of charges for your project and accountability for those charges.
-  to a written interpretation of regulations through our preliminary review process.
-  to equitable access of department information and services.
-  to an explanation of the purpose, when we request information from you.
-  open communication knowing you can respectfully express thoughts or concerns.

THE DEVELOPMENT SERVICES CUSTOMER SERVICE COMMITMENT:

"We value and respect our customers. We are dedicated to providing you professional, caring, and timely service."

