

# *Contractors' Bill of Rights & Responsibilities*

Sept  
2015

## *Contractors have the right to expect:*

- Written acknowledgment that the Commission has received official documents you submit
  - Response to questions within 48 hours
  - Communication of clear, factual information
- Payment within 30 days of submitting a complete and accurate invoice
  - Respectful and responsive service from Commission staff

## *Contractors have the responsibility to:*

- Read all communications provided by Commission staff
- Reserve calling and emailing with questions for times when you have already attempted to learn the answers by referencing materials provided by Commission staff
  - Submit complete and accurate materials by given deadlines
  - Maintain good records and refrain from requesting duplicate materials
- Send compliments or complaints directly to the Commission's Executive Director