



THE CITY OF SAN DIEGO

## DEVELOPMENT SERVICES

# Customer Bill of Rights

*Development Services Staff is pleased to work with you on your development projects. We strive for an atmosphere of mutual respect, courtesy and accountability on both sides of the table.*

- 1. You have the right to make an appointment and receive prompt, courteous service by staff members who are concerned about your time and costs.*
- 2. You have the right to receive the names of the Development Services staff who are serving you.*
- 3. You have the right to receive a response by the next business day, when you leave a phone message requesting information from a staff member.*
- 4. You have the right to receive a return phone call from your inspector by 10 a.m., when a message is left before 7:45 a.m.*
- 5. You have the right to a second opinion and may always speak to a supervisor.*
- 6. You have the right to receive information about the service you need and information explaining how to access that service.*
- 7. You have the right to an estimate of costs and approximate time frames.*
- 8. You have the right to an itemization of charges for your project and accountability for those charges.*
- 9. You have the right to a written interpretation of regulations through our preliminary review process.*
- 10. You have the right to equitable access of department information and services.*
- 11. You have the right to be given priority if you are rerouted to a service area.*
- 12. You have the right to an explanation of the purpose, when we request information from you.*
- 13. You have the right to reliable and confidential ways to express your concerns and suggestions. We will listen and be responsive to your concerns.*

*Our Customer Representative is Lynda Pfeifer. She can be reached at (619) 687-5977.*

### *The Development Services Customer Service Commitment*

*"We value and respect our customers.*

*We are dedicated to providing you professional, caring, and timely service."*