



# *Development Services Department Customer Bill of Rights*

*In working with you and on behalf of the citizens we represent, we strive for an atmosphere of mutual respect, courtesy, professionalism and accountability. We pledge to honor your rights as a customer.*

*You have the right to ...*

- ★ Be assisted by staff who are knowledgeable, cooperative and courteous.*
- ★ Be listened to and communicated with honestly.*
- ★ Be considered as an individual with unique service needs.*
- ★ Receive a timely response when you have made a request in person or by phone.*
- ★ Know the names of Development Service staff who are serving you.*
- ★ Have us explore alternatives and find creative solutions with you.*
- ★ Receive an explanation of our requirements, regulations, and costs.*
- ★ Be directed to other persons and sources of information, when we are unable to assist you.*
- ★ Express your concerns confidentially.*
- ★ Speak to a supervisor.*

## *Mission Statement*

*"We are an innovative team, empowered to provide efficient and reliable development services, inclusive of and valued by our community, resulting in a prosperous, safe and balanced Chula Vista."*