



DPS Customer Bill of Rights

Department of Permitting Services

Customers have the right to services that are:

- Clear, accurate and unbiased.
- Responsive, transparent, and solution oriented.
- Predictable and timely.

Customers have the right to:

- Escalate their concerns to a supervisor, manager or the director.
- Be treated with dignity and respect.
- Expect accountability.
- Receive clear, helpful guidance on permit applications, submittal document reviews and inspection processes.
- Prompt and courteous service.
- Request in-person or virtual assistance.
- Request translation services.
- Obtain the name and contact information of staff rendering service.
- A summary of all requirements and fees for their project.
- Code citations with plan review comments and inspection violations.
- Easy access to codes, standards, and guidelines.
- Provide feedback to express appreciation, concerns, and suggestions.

Customers are responsible for:

- Employing quality control prior to permit submission and scheduling inspections.
- Submitting complete permit documents with the understanding and full intent to comply with applicable State and County codes, regulations, and policies.
- Providing clear and timely notification to staff of any changes to plans and projects or for the purposes of scheduling inspections.
- Maintaining civil, courteous, and respectful conduct and communication.
- Timely corrections, responses, and clarifications to review comments for resubmission.
- Ensuring complete and quality submissions.

