

Customer Bill of Rights

When doing business with the City of Seattle, customers are entitled to prompt, efficient and easily accessible services – from water and power to roads and public safety. Customers who contact any office or employee of the City of Seattle can expect excellent service. The Customer Bill of Rights is guided by four standards.

1. Easy and understandable – City products and services should be easy to locate and access.

- The City should reach out to its customers to inform them about City products and services.
- A customer should be able to locate any City service and initiate a request with a single phone call, visit to seattle.gov, trip to a service center, or a letter.
- When a customer's request involves multiple City offices or departments, the City will coordinate the work.
- A customer should receive clear and accurate information.
- A customer should be treated with courtesy and respect.

2. Responsive – City employees should be helpful, connecting customers with others who can help if they cannot.

- The City should provide service hours and locations that are convenient to customers.
- The City should provide estimates of how long, and if applicable, how much it will cost to fulfill a customer's request.
- The City should both keep the customer informed of progress and readily answer questions about the status of pending requests.

3. Fair – There should be no economic, social or cultural barriers to accessing City products and services.

- The City should collaborate with its customers to ensure City services are designed and managed to meet customers' needs.
- The City should provide interpretation services when necessary to fulfill a customer's request.

4. Results oriented – Customers should get results, not just process.

- The City should, in a timely manner, follow up with the customer after the request has been completed.
- The City should regularly evaluate and report on overall performance in addressing or resolving customers' requests.

For more information, contact the Customer Service Bureau at www.seattle.gov/customerservice or by calling (206)684-CITY(2489)