

Customer Code of Conduct

<u>Core Values</u>	<u>Ground Rules</u> Customers, applicants, and project agents:
Service	Are entitled to receive customer-centered, receptive, patient, and courteous service from Permit Center staff.
Equity	<p>Are <u>not</u> entitled to preferential service based on their relationships with any City and County of San Francisco employee.</p> <p>Are entitled to know that plan review determinations and enforcement of compliance with codes is equal and neutral for all regardless of relationship, special interest, political association, other affiliation or lack thereof.</p>
Safety	<p>Are <u>not</u> permitted to harass or threaten Permit Center staff. Any statements, references, or implications threatening staff safety will not be tolerated.</p>
Integrity	<p>Will <u>not</u> compromise the integrity of the permitting process by exceeding or appearing to exceed their authority.</p> <p>Will <u>not</u> offer gifts, special favors, privileges, or benefits to Permit Center staff.</p>
Honesty	<p>Will be truthful in communicating with Permit Center staff.</p> <p>Will seek to follow all City-established rules and regulations.</p>
Professionalism	<p>Will be punctual and prepared for appointments. Failure to do so may result in forfeiture of appointment or place in line.</p> <p>Will <u>not</u> make personal attacks on any Permit Center staff.</p> <p>Will bring any disputes with staff members up the authorized chain of command. Permit Center staff will provide interdepartmental contact information upon request.</p>

