



Village of Cold Spring Citizen and Customer Bill of Rights and Responsibilities

In the interest of building solid partnerships between the Village of Cold Spring, its community and customers conducting business with the Village, this outline defines and describes the rights and responsibilities of citizens and customers when accessing services provided by the Village Board of Trustees and its governmental agencies, boards and departments.

Village Citizens and Customers Have the Right to:

- **Courteous, respectful and professional treatment** by Village officials, staff, and Department and Board members with consideration given to your time and costs.
- **Consistent and equitable application of Village codes, laws and regulations.**
- **Efficient action by Departments and Boards** emphasizing clear communication, problem solving and achievement of results.
- **Assistance from Village officials, staff, and Department and Board members in finding solutions** to problems and the avoidance of delayed process and action.
- **Timely service** with an initial response to most inquiries or requests within two business days.
- **Accountability** and responsibility by the Village for its actions at all levels. If a request cannot be satisfied, you will be given a clear explanation why. If an error is made, the Village will acknowledge the mistake and work to correct it.
- **Express your concerns and feedback to the Village.** Your comments are appreciated and will be addressed respectfully and with the goal of fixing problems and improved governmental performance.

Responsibilities of Village Customers

To facilitate this Bill of Rights, foster open communication and obtain a high level of service, citizens and customers accept certain responsibilities when dealing with Village departments, Boards and Commissions. These are:

- **Courteous and respectful treatment of Village officials, staff, and Department and Board members.**
- **Application and procurement of appropriate permits before the commencement of work on projects.**
- **Submission of accurate, clear, and concise plans** and verbal descriptions of work proposed at the beginning of the approval and permitting process.
- **Honest and accurate representation of their plans and projects.**
- **Timely communication of changes** and/or modifications to existing plans and re-application for appropriate permits, if necessary.
- **Adherence to safe and considerate building practices** in compliance with all governmental codes and rules.
- **Ask questions** when you do not understand code requirements or staff communications. The Village encourages this and assures you that questions will be answered in a courteous, respectful and professional manner.