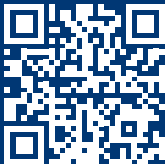


Business Owner's Bill of Rights



As part of New York City's commitment to provide New Yorkers with excellent customer service, the Mayor's Office and the City Council created a Business Owner's Bill of Rights.

As a business owner in New York City, you have:

- The right to access the information, tools, resources and opportunities needed for your business to compete and grow in NYC
- The right to access information in languages other than English
- The right to have a small business lens applied to City policies, regulations, and enforcement decisions
- The right to timely and coordinated support from City agencies that demonstrates respect for business owners' time
- The right to clear, easy to understand information about rules and requirements
- The right to fair, consistent and coordinated inspections and enforcement across City agencies
- The right to respectful and professional treatment by a knowledgeable New York City worker with clear identification
- The right to clear guidance and education to help correct issues before penalties are levied, whenever possible
- The right to clear explanations of violations, corrective steps and options to contest or appeal them
- The right to request language interpretation services for inspections and administrative hearings and trials, including pre-trial conferences and settlement negotiations
- The right to provide anonymous feedback about your experience with City government without fear of retaliation

If you have not received service that meets the Bill of Rights, please use the City's feedback tool by choosing «Contact Us.» Information sent through the Customer Survey (nyc.gov/customersurvey) may be shared among City agencies to improve service for business owners.