



DEPARTMENT OF HEALTH AND HUMAN SERVICES

Marc Elrich *County*
Executive

James C. Bridgers, Jr., Ph.D.,
MBA
Director

Rights and Responsibilities

Licensure and Regulatory Services is delegated by county, state, and federal laws to assure a healthy and safe community. A business, the community, and our staff equally have the rights, responsibilities, and shared desire to deliver and receive optimum service and respect. Below are the rights of each responsible party to assist in ensuring transparency as well as a sustainable and equitable community:

Customers have the right to services that are:

- Clear, accurate and unbiased.
- Responsive and consistent.
- Transparent and timely.
- Professional and courteous.

Customers have the right to:

- Be treated with dignity and respect.
- Expect accountability.
- Receive clear, helpful guidance on submittals and inspection processes.
- Prompt and courteous service.
- Request assistance in-person, through email, by phone, or virtually.
- Request translation services.
- Obtain the name and contact information of staff rendering service.
- A summary of all requirements and fees for their project.
- A written inspection and timeline for corrections referencing applicable county, state, and federal laws or regulations.
- Easy access to codes, standards, and guidelines.
- Provide feedback to express appreciation, concerns, and suggestions.
- Address concerns to a supervisor, manager, or the director.

Customers are responsible for:

- Maintaining civil, courteous, and respectful conduct and communication.
- Ensuring complete and quality submissions and allow timely corrections to review incomplete submittals.
- Understanding the importance of intent to comply with applicable State and County codes, regulations, and policies.
- Providing clear and timely notification to staff of any changes regarding submittals.
- Using the property and licensed facility for orderly and lawful purposes by the business owner, authorized occupants, and community solely for the conditions for which it is licensed.
- Contacting our office should you have questions regarding your rights, responsibilities, regulations, or codes.

Public Health Services · Licensure and Regulatory Services

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www.montgomerycountymd.gov/hhs