

## **CUSTOMERS' BILL OF RIGHTS**

When dealing with MSU Toledo, you have the right to:

*Professional service delivered by courteous personnel*

*Timely response to your phone calls, e-mail and letters*

*Fair and equitable application of relevant laws, regulations and policies*

*Propose compliance alternatives that provide an equivalent level of safety to existing regulations*

*An understandable explanation of our actions, decisions and interpretations*

*Speak to supervisory personnel when you're unclear about, or disagree with decisions made by field level staff*

*Schedule meetings with me or my Department Heads to discuss issues of concern*

*Appeal decisions made by me or my staff without fear of retribution*

If at any time you believe these rights have not been honored, please contact the appropriate Department Head

LCDR Kevin Floyd, USCG  
Commanding Officer  
419-418-6002

LT Jose Rosario, USCG  
Executive Officer  
419-418-6003