

# Business Owners' Bill of Rights

The City of Philadelphia aims to provide efficient customer service to business owners. The Business Owners' Bill of Rights outlines the principles and rights entitled to business owners.

## The right to transparent, fair, and consistent application of rules

In all interactions, staff at City agencies will enforce agency rules consistently. Business owners have the right to receive information about:

- Agency rules.
- Service level agreements.
- Fees.

## The right to timely responses to inquiries

City agencies will provide a way for businesses to submit inquiries via email and/or phone. They will process and respond to requests in a timely manner, using available resources.

## The right to receive guidance from the Office of Business Services

The Office of Business Services in the Department of Commerce can help businesses:

- Navigate available resources.
- Work through complex issues.
- Connect with other departments.

To reach a business services manager, contact the Office of Business Services at (215) 683-2100 or [business@phila.gov](mailto:business@phila.gov).

## The right to a review

Businesses have the right to request a supervisor's review of a City employee's decision. A written decision will include information about the review process.

## The right to language access

Business owners who do not speak English as their first language must be able to access information. City agencies must provide resources in other languages and offer language interpretation services.

## The right to polite, professional, and respectful conduct

Business owners are entitled to courteous and professional treatment. All City employees will:

- Be polite.
- Be knowledgeable.
- Be properly identified.
- Be professionally dressed.
- Enforce agency rules uniformly.

Business owners are entitled to comment on the performance or conduct of City employees to the appropriate office. Business owners can do this anonymously and without fear of retribution.

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## Resources for Businesses

### Department of Licenses & Inspections

L&I issues business and trade licenses and permits, and inspects properties to determine compliance with building safety and other applicable codes.

 [philly311@phila.gov](mailto:philly311@phila.gov)  
 (215) 686-8686  
 [www.phila.gov/li](http://www.phila.gov/li)

### Department of Public Health

*Office of Food Protection*

The Office of Food Protection performs health plan review for restaurants and day cares, conducts inspections, and enforces regulations.

 (215) 685-7495  
 [www.phila.gov/health](http://www.phila.gov/health)

### Department of Planning & Development

*Division of Development Services*

Development Services assists developers of real estate projects in navigating the approval and regulatory process.

 [developerservices@phila.gov](mailto:developerservices@phila.gov)  
 (215) 683-4686  
 [www.phila.gov/development-services](http://www.phila.gov/development-services)

### Department of Revenue

Revenue collects all taxes, fees, and water charges that fund the City and School District of Philadelphia, including business taxes and real estate taxes. All businesses must open a tax account with Revenue in order to obtain a Commercial Activity License (issued by L&I).

 [revenue@phila.gov](mailto:revenue@phila.gov)  
 (215) 686-6600  
 [www.phila.gov/revenue](http://www.phila.gov/revenue)

### Department of Commerce

*Office of Business Services*

Business Services Managers offer one-on-one support to help small businesses navigate City requirements and other challenges.

**If you have any questions or comments, contact the Office of Business Services at:**

 [business@phila.gov](mailto:business@phila.gov)

 (215) 683-2100

 [www.phila.gov/commerce](http://www.phila.gov/commerce)