



FDNY

www.nyc.gov/fdny

Customer Bill of Rights:

01. Courteous and Professional treatment by our employees
02. Customer Service Personnel are polite, professionally dressed, and properly identified
03. Information about how long a search will take, and the required forms and fees
04. Knowledgeable Customer Service Personnel who will enforce agency rules uniformly
05. Receive information about agency rules through request forms
06. Receive explanation from Customer Service Personnel on violations and incident reports
07. Request information in languages other than English and request language interpretation services for Customer Service Personnel
08. Comment anonymously and without fear of retribution, on the performance or conduct of Customer Service Personnel

The New York City Fire Department is committed to providing New Yorkers with excellent Customer Service. We want to hear from you.