



# Monterey County Resource Management Agency

## Customer Service Concern

Dear Community Member,

It is the goal of the Monterey County Building Services Department to provide outstanding customer service at all times. When concerns occur, our goal is to resolve your issue to your satisfaction. Please complete, sign and return this form to the address below. You will be contacted within the next 5 days.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Your address: \_\_\_\_\_

Your signature \_\_\_\_\_ Today's date \_\_\_\_\_

**Describe your concern. Please be specific by including permit number(s) if applicable, names, dates and times whenever possible.**

Date of incident: \_\_\_\_\_ Name of staff person(s) involved: \_\_\_\_\_

Permit number(s): \_\_\_\_\_ Assessors Parcel Number \_\_\_\_\_

What happened? \_\_\_\_\_

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**Describe what you have done to try to resolve the problem and the results.**

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**How would you like to see this issue resolved?** \_\_\_\_\_

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**Send the completed form to: Monterey County RMA Ombudsperson, 168 W. Alisal St., 2<sup>nd</sup> Floor, Salinas, CA 93901**