

CLIENT RIGHTS AND RESPONSIBILITIES

As a new client of the Oklahoma Small Business Development Center (OSBDC), we'd like to advise you of certain rights and responsibilities you have as one of our clients.

You have a right to expect:

Prompt, courteous, and professional counseling services and to be advised if the OSBDC is unable to provide service within the time frame required. **Be aware that due to the demand for our services, cases must often be prioritized by need and training may be recommended before counseling is provided.** All information shared with the OSBDC and any of its resources (staff, faculty, volunteers, and consultants) will be held in strictest confidence. No information provided by you will be used to the commercial advantage of any staff member, consultant, or other resource of the OSBDC or to the benefit of any third party. Your client status with the OSBDC will remain confidential. No public use of your name, address, or business identity will be made without your prior approval. Please note, however, that the OSBDC is funded in part by the U.S. Small Business Administration and that limited information with respect to your client status is provided to the agency.

Our role is to counsel and assist small business owners and those planning to go into business. We will not make business decisions or judgments for you, though we will make recommendations and suggestions as appropriate. These will be based upon our best efforts to apply the experience and resources then available to us to assist you in making your own business decisions.

The OSBDC **may** charge reasonable fees for training programs, special services, and publications. However, you have a right to feel secure that no fee will be charged by the OSBDC or its resources for **normal counseling services** provided to you. Also, no recommendations will be made as to the purchase of goods or services from any individual or firm with whom any OSBDC *staff* or its resources have any financial, familial or personal interest.

The counseling services provided to you are a part of the effort of the OSBDC and its sponsors to respond to the growing needs of the small business community **and to positively affect the economy of Oklahoma.** They are not intended to compete with, replace, or be a substitute for services available from the private sector. Clients whose needs can be fully met by private sector practitioners or firms in an affordable manner will be encouraged to use those resources.

In consideration of the OSBDC furnishing you with management and technical assistance, you agree to waive all claims against the OSBDC and its constituent institutions, its staff, or any other resources employed by or used in connection with these services. You will also be expected to cooperate with the OSBDC in its efforts to assure the quality and effectiveness of the counseling services it provides.

In this respect, the OSBDC will ask all clients who receive counseling assistance to complete a written evaluation of the services provided.

In addition, all clients will be asked to complete a brief "impact" assessment within one year following the close of the case file. Finally, clients may receive direct inquiries from this office, the State Director's office or the U.S. Small Business Administration with respect to the services provided to you. Your response to all of these inquiries will be greatly appreciated.

We welcome you as a client and encourage you to call on us if you have any questions or comments with regard to your rights and responsibilities or services you receive. You can do so by calling your local OSBDC Director or the OSBDC State Director at (800) 522-6154.

Client Signature

Date

Client (please print name)

OSBDC