

## **ARIZONA GAME AND FISH DEPARTMENT SMALL BUSINESS BILL OF RIGHTS**

To ensure fair and open regulation by the Game and Fish Department (Department), a small business:

- The right to a clear, stable, and predictable regulatory and record-keeping environment with easily accessible information and administrative rules in as clear and concise language as is practicable, including the posting of all proposed administrative rule changes on the Department's Internet website;
- The right to be treated equally and fairly, with reasonable access to Department services;
- The right to receive information regarding the license application process before or at the time the small business obtains an application for a license in accordance with A.R.S. §§ 41-1001.02 and 41-1079.
- The right to a timely response to an application for a permit, license, registration, or approval necessary to operate the small business, within the established maximum period of time for in accordance with A.R.S. Title 41, Ch. 6, Article 7.1 and R12-4-106;
- The right to receive written notice from the Department on denial of a license application that justifies the denial with references to the statutes or rules on which the denial is based, explains the small business's right to appeal the denial in accordance with A.R.S. § 41-1076.
- The right to the Department not base a licensing decision in whole or in part on licensing conditions or requirements that are not specifically authorized by statute, rule or state tribal gaming compact in accordance with A.R.S. § 41-1030;
- The right to expect a timely hearing in the event a regulatory agency takes action against a business when a contested case hearing is provided by law in accordance with A.R.S. Title 41, Ch. 6, Article 6 and 12 A.A.C. Ch. 4, Article 6;
- The right to a full and complete hearing to present their explanation, of any alleged violation, deficiency, or wrongdoing, and to present evidence, both oral and written law in accordance with A.R.S. Title 41, Ch. 6, Article 6 and 12 A.A.C. Ch. 4, Article 6;
- The right to have the Department not charge a fee unless the fee for the specific activity is expressly authorized in accordance with A.R.S. § 41-1001.01;
- The right to receive the information and notice regarding Department inspections and audits authorized under A.R.S. § 41-1009 in accordance with A.R.S. § 41-1001.01;
- The right to be informed that any statements made may be included in the audit report in accordance with A.R.S. § 41-1001.01;
- The right to expect the Department to provide a prompt, accurate, and courteous response to a request for information and to work together to ensure ready access to the information needed to assist businesses in their relationships with the Department;
- The right to file a complaint with the Department employees designated to assist members of the public or regulated community in accordance with A.R.S. § 41-1001.01;
- The right to request and obtain the Department's designated employee's contact information in accordance with A.R.S. § 41-1001.01;
- The right to privacy regarding confidential and proprietary business information when competing for state procurement contracts in accordance with A.R.S. Title 41, Ch. 23;
- The right to request and receive timely notice of the Commission's rulemaking proceedings in accordance with A.R.S. § 41-1022;
- The right to provide written comments or testimony on proposed rules to the Department in accordance with A.R.S. § 41-1023 and having the Department adequately address those comments in accordance with A.R.S. § 41-1052, including comments or testimony

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concerning the information contained in the economic, small business and consumer impact statement;

- The right to request and obtain a written copy of the Department's small business bill of rights in accordance with A.R.S. § 41-1001.01; and
- The right to submit complaints regarding a violation of these rights or any other Department administrative acts with the office of the Arizona Ombudsman if a reasonable effort has been made with the agency to resolve the problem without success in accordance with A.R.S. § 41-1001.01.