

Rhode Island Division of Motor Vehicles

Customer Service Agreement

The entire staff of the Division of Motor Vehicles is very pleased to welcome you to the RI DMV. We take our customer service responsibilities very seriously and would like you to know that **ALL customers conducting business with the Division of Motor Vehicles can count on us to provide you with the following**

- ***Friendly, professional, and courteous service***

When interacting with DMV employees you have the right to friendly, honest, courteous and respectful service.

- ***Confidentiality & respect for privacy during your DMV transaction***

All information used during the course of your transaction is highly confidential and used solely for DMV transaction purposes only.

- ***The first name & job position of any DMV employee who assists you***

All DMV employees are required to wear name tags and to identify themselves upon request.

- ***Service that is free from unlawful discrimination***

The DMV prohibits unlawful discrimination by its employees and contractors on the basis of race, ancestry, color, religious affiliation, national origin, age, mental or physical ability, gender, sexual orientation or political beliefs. Please be aware that in some situations, the law requires the DMV to make a decision or to take an action based on a person's age, mental or physical ability, citizenship or legal status in the U.S.

- ***Assistance with answering your DMV questions***

We want to insure your transaction can be successfully processed.

All DMV employees will either provide you an answer to your question or direct you to the appropriate contact for you to obtain accurate information. A "Check-In" process is available to answer your questions and to verify you have the correct DMV forms and documentation to successfully complete your transaction.

- ***A timely response to all customer feedback submitted to us***

We value all customer feedback and will respond to your suggestions, comments or complaints promptly. Feel free to ask for a Customer Feedback Form at any branch location or complete a Customer Feedback Form on-line at www.dmv.ri.gov.

You can also send a written letter to:

The Office of the Administrator
RI Division of Motor Vehicles
600 New London Avenue
Cranston, RI 02920