

HELPFUL INFORMATION ABOUT THE OFFICE

The following commonly asked questions provide more information about the Office of Small Business Advocate.

What is a small business?

The Office of Small Business Advocate was established to serve those business owners with fifty (50) or fewer employees.

What happens when I ask the Office of Small Business Advocate for assistance?

When the office is contacted, the Small Business Advocate will speak with the small business owner to discuss the issue in more detail. After all of the facts have been gathered, the Small Business Advocate will contact an individual in the appropriate department or agency to begin the process of resolving the small business owner's issue.

What if I don't feel comfortable sharing my identification with the department or agency?

The Small Business Advocate has the authority to maintain the confidentiality of the small business owner. Depending upon your particular issue, sharing your identification may be part of finding the best solution. The Small Business Advocate will ask if you are comfortable sharing your identity before contacting a department or agency.

Who does the Office of Small Business contact within a department or agency to resolve an issue?

The law requires Commissioners and agency heads of departments or agencies with regulatory authority over small business to appoint an employee to serve as the Office of Small Business Advocate's point of contact. This individual works closely with the agency head to ensure high level review. A complete list of these individuals can be found on our website.

CONTACT INFORMATION

Office of Small Business Advocate

James K. Polk State Office Building
505 Deaderick Street, Suite 1700
Nashville, Tennessee 37243-1402

Office: (615) 401-7806

Toll-free: 1-866-831-3750

Fax: (615) 741-1551

Email: SmallBusiness.Advocate@cot.tn.gov

For additional information about the Office of Small Business Advocate and other related resources visit:

www.comptroller.tn.gov/OSBA

OFFICE OF SMALL BUSINESS ADVOCATE

ABOUT THE OFFICE



Comptroller of the Treasury, Authorization No. 307392
1,000 copies. This public document was promulgated
at a cost of \$0.35 per copy. July 2014.

Justin P. Wilson
Comptroller of the Treasury

OFFICE OF SMALL BUSINESS ADVOCATE



Richard Wilson
Small Business Advocate

The Small Business Advocate is housed within the Comptroller of the Treasury and was established to make state government more responsive to Tennessee's small businesses. It is the office Tennessee's small business owners can contact when they have questions about what department they need to speak with in state government or if they are experiencing difficulties working with a state agency.

"Our state's economy is dependent on small businesses. However, for many small business people, dealing with government can be difficult and confusing. The Office of Small Business Advocate can help small businesses work through regulatory issues with state departments and agencies."

~ Justin P. Wilson
Comptroller of the Treasury

MISSION

The mission of the Comptroller's Office is to improve the quality of life for all Tennesseans by making government work better. The mission of the Office of Small Business Advocate is to make government work better for Tennessee's small business owners.

PURPOSE

The Office of Small Business Advocate serves as a point of contact to state government for owners of businesses with fifty (50) or fewer employees. The Office provides information and answers questions for Tennesseans who are starting a small business or who already own a small business. The Office assists in the resolution of issues concerning small businesses and state departments and agencies.

RESPONSIBILITIES

- Answering questions and providing information to residents of this state who are starting a small business or who already own a small business.
- Informally mediating and assisting with the resolution of issues concerning small business owners and state departments and agencies.
- Working with each state agency and department with regulatory authority over businesses to ensure small business owners are provided with a means to communicate or comment on the enforcement activity conducted by such personnel.
- Receiving comments from small business owners regarding actions by agency or department employees conducting compliance or enforcement activities.
- Referring comments from small business owners to the contact person of the affected agency or department in the appropriate circumstances and to maintain the confidentiality of the identity of the person making such comments.

ROLE OF THE OFFICE

The Small Business Advocate can answer questions or provide information about owning and operating a small business in Tennessee. Additionally, the Advocate's job is to act as an informal mediator to resolve issues between small business owners and state government.

If you do not know who to see, or what procedure to use, contact the office. The Small Business Advocate can point you to the right person and explain the best way to go about solving your problem.

If you have attempted to resolve an issue with the department or agency and are unable to reach a solution or you are having difficulties navigating state government generally, contact the Small Business Advocate.

