

DEPARTMENT OF PUBLIC WORKS

Customer Bill of Rights

The following 'Bill of Rights' was designed to ensure that all of our citizens and customers are treated with the highest regard. We pledge to honor your rights:

1. **TO A PARTNERSHIP:** We will support a philosophy of building a partnership with citizens and customers. We will develop solutions focused on the overall benefits to the community, not just individuals. Although we may not always agree on a particular solution or issue, we will always listen to you.
2. **TO QUALITY SERVICE:** We will provide quality service consistent with established community values and standards. You will receive service from knowledgeable, competent and cooperative staff. Employees will be empowered to address all of your issues and requests.
3. **TO A PUBLIC WORKS ORGANIZATION DEDICATED TO COMMUNITY VALUES:** You can expect qualified employees dedicated to the ideals and values of Pasco County.
4. **TO PROMPT ATTENTION:** We will provide prompt and reliable attention. If immediate attention is not possible, your need will be acknowledged within 48 hours, and you will be informed when your need will be met and by whom.
5. **TO COURTESY:** You will always be treated with courtesy and respect, in a professional manner. Likewise, we will also expect to be treated with respect.
6. **TO ACCURATE INFORMATION:** We will provide complete and accurate information in a timely manner.
7. **TO PROVIDE AND RECEIVE FEEDBACK:** You have a right to provide us with your feedback and to receive the results of such feedback. We respect you and appreciate your thoughts, concerns, suggestions and opinions.
8. **TO ACCESSIBILITY:** Any county employee can assist you. Information and resources will be easily accessible.
9. **TO ACCOUNTABILITY:** We will take responsibility for our actions. If we cannot completely fulfill your request we will explain why and provide any alternatives. If a mistake was made, we will acknowledge the error and take steps to correct it.