



## Customer Bill of Rights

When engaging with the Town of Carrboro, customers will receive prompt, efficient, and effective service. Customers contacting the Town can expect consistently excellent customer service. The Customer Bill of Rights pledge is guided by the following standards:

### 1. **Easy and understandable** – Town products and services should be easily located and accessible to all.

- The Town should reach out to its customers to inform them about Town products and services.
- A customer should be able to locate any Town service and initiate a request with a single phone call, visit to [www.townofcarrboro.org](http://www.townofcarrboro.org), trip to a Town Office, or a letter.
- When a customer's request involves multiple Town offices or departments, the Town will coordinate the work.
- A customer should receive clear and accurate information.
- A customer should be treated with courtesy and respect.

### 2. **Responsive** – Town employees should be helpful, connecting customers with others who can help if they cannot.

- The Town should provide service hours and locations that are convenient to customers.
- The Town should provide estimates of how long and, if applicable, how much it will cost to fulfill a customer's request. Generally, all requests should receive a response within three business days.
- The Town should both keep the customer informed of progress and readily answer questions about the status of pending requests.

### 3. **Fair** – There should be no economic, social or cultural barriers to accessing Town products and services.

- The Town should collaborate with its customers to ensure Town services are designed and managed to meet all customer needs.
- The Town should provide interpretation services when possible, as is necessary to fulfill a customer's request.

### 4. **Results oriented** – Customers should get results.

- The Town should, in a timely manner, follow up with the customer after the request has been completed.
- The Town should regularly evaluate and report on overall performance in addressing or resolving customers' requests.