

# Bill of RIGHTS

The Department of Planning and Growth Management (PGM) is committed to fostering a culture of civility, mutual respect, and a dedication to shared expectations and responsibilities.

Charles County Government is  
**COMMITTED TO EXCELLENCE**  
in public service.



**WE LEAD**  
BY   
*Serving*

# *Our Customers have the Right to...*

Always be treated with  
courtesy, dignity, and patience.

Expect prompt and professional  
attention to an inquiry.

Receive the name and contact  
information of the assisting staff.

Access accurate and clear  
information on all codes, fees, and  
required processes.

Request reasonable accommodations,  
including language interpretation and  
translation services.

Schedule a meeting to discuss an  
inquiry with knowledgeable staff.

Anticipate a collaborative and solution-  
oriented approach to compliance.

Rely upon a timely response when  
leaving a voicemail or contacting  
staff by e-mail.

Obtain a second opinion regarding  
any information communicated.

Provide feedback to express  
appreciation or concerns regarding  
services received.

## *We look forward to serving you!*

“

*Alone we can do so little;  
together, we can do so much.*

— Helen Keller

”

## **PARTICIPATE PROACTIVELY.**

PGM emphasizes proactive participation with customers to ensure a successful partnership.

### **To help us succeed, please:**

- ♦ Engage and interact with PGM staff in a professional manner and respectful tone.
- ♦ Submit inquiries in a timely fashion with accurate information.
- ♦ Clearly articulate any requests and expectations.
- ♦ Ask follow-up questions if the information provided is unclear.

## **SCHEDULE A MEETING.**

PGM recognizes the importance of due diligence regarding all procedural and regulatory matters.

### **To request an appointment, please:**

Submit an online request form to arrange an appointment with knowledgeable staff.

[www.CharlesCountyMD.gov/  
PGMappointment](http://www.CharlesCountyMD.gov/PGMappointment)



Citizens with special needs may contact the Maryland Relay Service at 7-1-1 (Relay TDD: 800-735-2258).

## **PROVIDE FEEDBACK.**

PGM continuously strives to improve its processes and customer service experience. We cannot do this effectively without hearing from the people we serve.

### **To help us learn and grow, please:**

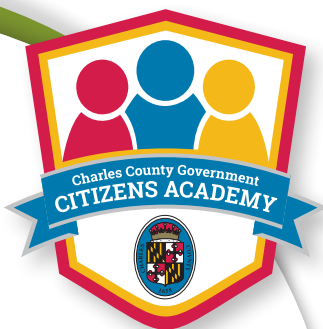
Provide feedback about experiences working with PGM by submitting an online customer care survey form.

[www.CharlesCountyMD.gov/  
Government/Customer-Care-Survey](http://www.CharlesCountyMD.gov/Government/Customer-Care-Survey)



COMMUNITY  
ENGAGEMENT

# CITIZENS ACADEMY



PGM recognizes that an informed and engaged community is an invaluable asset to the County's day-to-day operations.

We encourage residents to submit an application for the Charles County Government Citizens Academy.

The Citizens Academy is a free, in-person program designed to help promote a better understanding of Charles County Government. The program includes 11 classes, focusing on the operations of County Government departments.

[Charles-County-MD.civilspace.io/en/projects/citizens-academy](https://Charles-County-MD.civilspace.io/en/projects/citizens-academy)



## STAY CONNECTED

CHARLES COUNTY GOVERNMENT

Charles County Dept. of Planning & Growth Management  
200 Baltimore Street, La Plata, MD • 301-645-0692  
Maryland Relay: 7-1-1 • Equal Opportunity Employer

[www.CharlesCountyMD.gov/StayConnected](https://www.CharlesCountyMD.gov/StayConnected)