

# 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.

## *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.

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

**WE LEAD**  
BY  
*Serving*



## **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.
- ♦ Clearly articulate any requests and expectations.
- ♦ Submit inquiries in a timely fashion with accurate information.
- ♦ 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.**

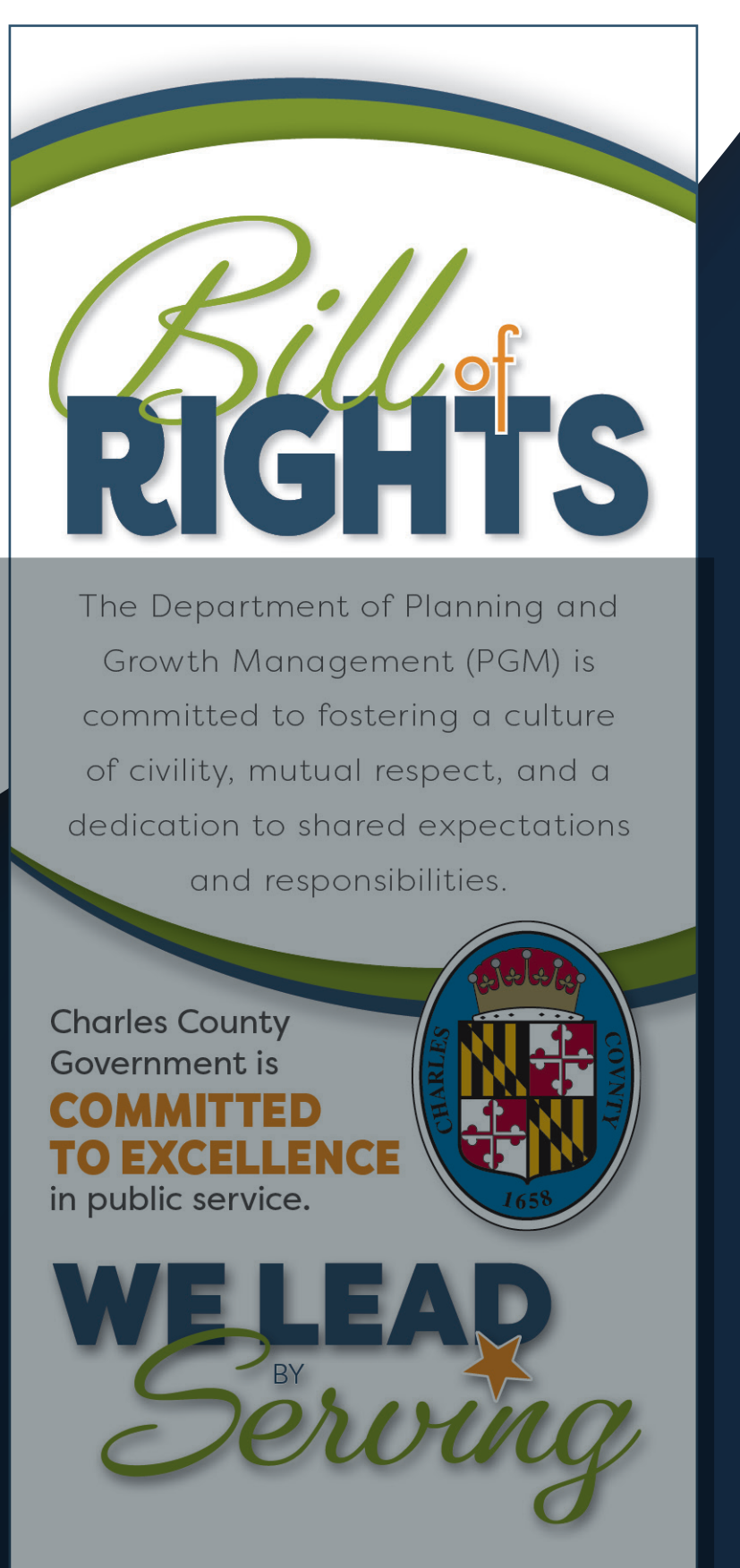
PGM continuously strives to improve its processes and customer service experience. We cannot do this effectively without hearing from the people we serve.

### **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)



*We look forward to serving you!*

