

## CUSTOMER BILL OF RIGHTS

### **All MDOT SHA Customers have the right to...**

#### **...Be treated respectfully, courteously, and professionally**

We will be fair, patient, professional and helpful to meet customers' expectations.

#### **...Be heard and understood**

We will listen to customers; we will meet in groups and individually to build good relationships and two-way communications.

#### **...Prompt responses for services**

We will strive to return phone calls within one business day and acknowledge emails within two days.

#### **...Reliable and high-quality service**

We will meet commitments and follow-up if a return call, email, or written correspondence is requested.

#### **...A single point of contact regarding a single issue**

We will agree on a single point of contact and assist a customer until their inquiry has been addressed.

#### **...Clear and thorough answers to inquiries**

We will provide complete, easy to understand information and explain if unable to fulfill requests.

#### **...Receive the most accurate information available**

We will do all we can to resolve issues, and if unable direct customers to the right place for help.

#### **...Know the status of requests**

In most cases, we will provide external customers with a tracking number to check request status.

#### **...Have reasonable accommodations for disabilities or limited English proficiency**

We will use translation and other services as necessary to provide equal access for customers.

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**We will respect each other's civil rights and take appropriate action when someone is treated unfairly or unjustly.**