

Customer Bill of Rights



Prince William County Department of Development Services

1. Customers have the right to access initial information, checklists, process flowcharts, applications and FAQs that are easily and readily available in consistent locations.
2. Customers have the right to a timely and thorough review of their project, after providing a complete submission, and shall be provided concise comments with the Code section referenced or noted as recommendations.
3. Customers have the right to be provided appropriate contact information for internal staff members and external agencies to allow for follow up communication.
4. Customers have the right to access project comments and status via phone, mail and/or web.
5. Customers have the right to consistent application and interpretation of rules, policies and procedures.
6. Customers have the right to reasonable advance notification of changes in policies, procedures, interpretations and regulations with a grace period prior to full implementation.
7. Customers have the right to provide input during policy development and shall be provided a channel to make constructive improvement recommendations.
8. Customers have the right to a consistent team throughout the project whenever possible.
9. Customers have the right to a response or acknowledgement from staff of all inquiries by close of the next business day.
10. Customers have the right to rely on documented commitments/agreements made throughout the process.
11. Customers have the right to a predictable and timely development process based on published performance standards.
12. Customers have the right to a defined hierarchy of authority with access to the most appropriate person available to make decisions on issues.