



Fairfax County Planning & Development Agencies

# Customer Bill of Rights

We strive to create a partnership of mutual respect, courtesy and accountability for all. Customers have a right to services that are ...



**Accessible, Understandable and Fair**



**Responsive and Collaborative**



**Predictable, Consistent and Timely**



**Solution-Oriented**

## Customer Responsibilities:

- *Use best practices to ensure quality submissions.*
- *Respond diligently to information requests to facilitate the review process.*
- *Be considerate of others to create a partnership based in mutual respect.*



A Fairfax County, Va. Publication | November 2017  
If accommodations or alternate formats are needed, please call 703-324-1780.

Customers and Staff Working Together