



WICOMICO COUNTY, MARYLAND

OFFICE OF THE COUNTY EXECUTIVE

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Julie M. Giordano
County Executive

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Director of Administration

FOR IMMEDIATE RELEASE – March 15, 2023

The Wicomico County Department of Planning, Zoning, and Community Development created a Customer Bill of Rights.

This nine-point charter displays our dedication to provide high quality customer service in a timely manner to all residents of our county. The department is committed to concise, effective, and friendly communication to our customer base, this pledge is displayed on our Customer Bill of Rights located in the Permits and Inspections office.

If you should have any questions, please let us know.

CUSTOMER BILL OF RIGHTS

The Wicomico County Department of Planning, Zoning, & Community Development strives to consistently deliver high quality services to our customers. The County is committed to creating an atmosphere of mutual respect and courtesy.



YOU HAVE THE RIGHT TO...

- 1 Receive prompt, courteous service from members of our staff team that is clear, accurate, and fair.
- 2 Receive the name and contact information of the staff member providing assistance.
- 3 Obtain a summary of all required processes and fees for your project that is predictable, consistent, and timely.
- 4 A solution-oriented approach to code requirements, plans, and projects that is accountable, responsive, and collaborative.
- 5 Obtain a second opinion from any staff member's supervisor and if necessary, the Director to resolve any concerns.
- 6 Provide feedback to express appreciation, concerns, or suggestions to our staff team.
- 7 Receive a response by the next business day when leaving a phone message or contacting a staff member via e-mail.
- 8 Be treated with respect, dignity, and patience at all times.
- 9 Access to further information that may be necessary for future reference.

For our staff to provide you with the highest quality service, please remember to...

- 1 Submit complete and accurate information to the best of your abilities.
- 2 Notify our staff of any changes throughout the lifespan of your project.

We look forward to serving you!

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