

**Policy:**

It is the policy of the County to be citizen and service oriented and to require employees to treat citizens in a courteous, helpful, and respectful manner at all times. As a representative of Lee County, employees are expected to treat all members of the community with the highest degree of professionalism and customer service.

**207:1 GENERAL PROVISIONS**

1. Employees must understand that the citizen comes first. All employees have an obligation to represent the County in a positive fashion and to make citizens feel as comfortable as possible in dealing with the County.
2. Employees with citizen contact are expected to know the County's programs and services and to learn the wants and needs of citizens. Such employees should attempt to educate citizens about the use of the County's products and services and should seek new ways to serve the citizen.
3. Employees are encouraged to report recurring citizen-related problems to their supervisor and/or make suggestions for changes in County policies or operating procedures to solve problems.
4. Employees should be prepared to listen carefully to citizen inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain County policy in a clear, yet deferential manner. If a citizen becomes unreasonable or abusive and the employee cannot resolve the problem, the citizen should be referred to the employee's supervisor.

## **CITIZENS RELATIONS**

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