



# Customer Service Bill of Rights

## I. *The Right to Professional Treatment*

Our Customers have the right to receive prompt, courteous, and respectful service

## II. *The Right to Know Who is Assisting You*

Our Customers have the right to know the name of the DOES employees and the Department or Office who assist them

## III. *The Right to Ease of Access*

Our Customers have the right to easily access clear and concise information or be referred to the appropriate agency when contacting DOES regarding inquiries or requests related to program services

## IV. *The Right to Be Heard*

Our Customers have the right to receive a response to their questions and concerns about DOES services and ensure that every question or request is addressed appropriately

## V. *The Right to Be Protected*

Our Customers have the right to have their personal identity and financial information protected during and after all interactions with DOES employees


## VI. *The Right to Fair Service Delivery*

Our Customers have the right to consistent and fair delivery of DOES services; DOES serves all District residents without consideration to economic, social or cultural status

## VII. *The Right to Timely Service*

Our Customers have the right to receive responsive and timely service to their inquiries and requests from all DOES employees

Attest,   
Cécile Donald II, Director

  
LeJuan Stickland, Chief of Staff

  
Mohammad R. Sheikh, Deputy Director

  
Ramon Pineda-Gonzalez, Chief Operating Officer

  
Charles Jones, Deputy Director

  
Rashad Young, City Administrator

  
Unique Morris-Hughes, Chief Strategy Officer

  
Melanie Winfield, Deputy Director