



Town of Mansfield, Connecticut Customer Service Policy

All employees and volunteers of the Town of Mansfield are expected to provide customers with responsive, consistent and effective service. Quality service will be delivered with respect for the needs and the diversity of all members of the Mansfield community. The term “customer” is defined broadly to include residents, taxpayers, co-workers, and the general public.

To achieve the provision of quality service, employees and volunteers will strive to:

- ✓ Respect the diversity in our community, and provide services to all customers in a fair and equitable manner.
- ✓ Deliver services and programs in a manner that protects the environment and the needs of future generations.
- ✓ Support the policies established by our local elected and appointed officials.
- ✓ Promote excellence within our organization.
- ✓ Identify creative and innovative approaches to serve customers.
- ✓ Carefully consider the knowledge and perspective of customers and respond to their ideas and concerns.

If you have any positive comments, questions or concerns about our services or programs, policies or procedures, or the manner in which a member of town staff treated you, please contact the department that delivers the service or the Town Manager’s Office (860-429-3336 or via email at townmanager@mansfieldct.org). The staff in the Town Manager’s Office will refer your inquiry to the appropriate department or handle your request personally. We promise to respond to your concern in a timely manner.

Martin H. Berliner
Town Manager

Date