

# *Dyersburg 911*

## *Customer Bill of Rights*

*We the people, of the Dyersburg 911 Center, in order to provide quality customer service, do ordain and establish these Customer Bill of Rights.*

### *Article One*

*Answer and process our customer calls as quickly as possible.*

### *Article Two*

*Treat our customers impartially, courteously and respectfully.*

### *Article Three*

*We will listen to our customers; we will give them a chance to speak.*

### *Article Four*

*We will have empathy for our customers; we will have tolerance for a lack of understanding.*

### *Article Five*

*We will provide an explanation of our processes.*

*Done by the unanimous consent of the employees during the month of May in the year of our Lord two thousand and nine.*