



## **CITY OF WAUSAU**

### **CUSTOMER BILL OF RIGHTS**

**“WE ARE NEVER MORE IMPORTANT  
THAN THE PEOPLE WE SERVE.”**

When doing business with the City of Wausau, customers are entitled to prompt, efficient, and easily accessible services. Customers who contact any office or employee can expect:

#### **Clear Communication**

Communication with courtesy and respect.

#### **Prompt Response**

All questions answered, a timeline provided and an explanation of what they can expect.

#### **Fair and Equal Treatment**

A response without bias concerning their economic, social, physical or cultural differences.

#### **Follow Through**

To be informed of the progress of their issue.