

## **2.1 POLICY TITLE: *TREATMENT OF CONSUMERS***

With respect to interactions with consumers or those applying to be consumers, the Township Management Team shall not cause or allow conditions, procedures, or decisions that are unsafe, undignified, unclear, unprofessional, indirect, untimely, inaccurate, or unnecessarily intrusive.

Further, without limiting the scope of the foregoing by this enumeration, the Management shall not:

- 2.1.1 Use application forms that elicit information for which there is no clear necessity.
- 2.1.2 Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material elicited.
- 2.1.3 Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered.
- 2.1.4 Fail to inform consumers of this policy, or to provide a way for persons to be heard who believe they have not been accorded a reasonable interpretation of their protections under this policy.
- 2.1.5 Fail to post and keep a regular schedule of office hours so that citizens have reasonable opportunity to take care of township business.