City of Belton
~ Founded 1850 ~

Customer Service Code

The residents, businesses, and visitors of Belton are our customers. We strive to value them by always:

- ❖ Greeting with a smile;

- ❖ Giving prompt and courteous service;

- ❖ Answering telephone calls promptly;

- ❖ Assisting in making direct contact with a person who can handle their request by providing a name, phone number, and a seamless hand off if transferring a call;

- ❖ Returning phone calls or emails within 24 hours;

- ❖ Giving complete, accurate, and reliable information;

- ❖ Being fair and consistent in the application of policies, codes and ordinances;

- ❖ Never "passing the buck" or transferring a customer who has already been transferred more than once;

- ❖ Being good stewards of taxpayer dollars;

- ❖ Collaborating with others to explore options and offer creative solutions; and

- ❖ Providing a "can do" attitude.