

TOWN OF



ANDOVER

TOWN OFFICES · 36 BARTLET STREET · ANDOVER · MASSACHUSETTS · 01810

CUSTOMER SERVICE POLICY

It is the goal of the Town of Andover staff, elected officials and volunteers to provide customers with responsive, consistent and effective public services. Quality service will be delivered with respect for the needs and diversity of all residents in the community. The term “customer” is defined broadly to include residents, taxpayers, staff, elected officials, volunteers and the general public.

To achieve this level of quality customer service, the Town 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.
- Respect 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, programs, policies or procedures or the manner in which a Town staff member treated you, please contact the Department/Division that delivers the service or the Town Manager’s Office (978-623-8225 or via e-mail at manager@andoverma.gov). The Town Manager’s Office will refer your inquiry to the appropriate Department/Division or address your request personally. Your inquiry will be handled in a confidential and timely manner.

Adopted by the Board of Selectmen: June 2, 2014

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CODE OF CONDUCT POLICY

"The mission of the Town of Andover is to ensure the safety, education and well-being of the community." – Adopted by the Board of Selectmen, October 6, 2003

The Town of Andover staff, elected officials and volunteers strive to provide a safe and positive experience for those visiting and working in all Town facilities as outlined in this Code of Conduct policy. In addition, the Town supports a workplace that is conducive to personal safety and security and free from intimidation, threats or acts of violence. The Town does not tolerate workplace violence including threats of violence by anyone who conducts business in or works for the Town.

The Town will not tolerate harassing conducts that affects conditions which interfere unreasonably with an individual's performance or creates an intimidating, bullying, hostile or offensive environment for visitors or staff.

The Town expects compliance of this Code of Conduct policy. Anyone who does not comply may be asked to leave the premises.

- Show respect for yourself, others and building facilities including public and personal property.
- Avoid causing disturbances or disruptions.
- Use common courtesy when interacting with others by following the "Golden Rule".
- Do not engage in any lewd or offensive behavior.
- Any form of violence is prohibited.
- Using tobacco products, drinking alcohol or being under the influence of illegal substances is prohibited in Town facilities.

Any violations should be brought to the attention of the Department/Division Head. Repeat violations will be brought to the attention of the Andover Police Department and could result in the suspension of facility privileges.

Adopted by the Board of Selectmen: June 2, 2014