In an effort to achieve the Personnel Board’s mission and provide premier service to our customers, the Personnel Board staff is committed to honor the following rights:

- **Each customer** has the right to courteous, honest, respectful and professional service.

- **Each customer** has the right to timely service (within 24 hours, whenever possible) when seeking service in person, by phone, or in writing.

- **Each customer** has the right to complete, accurate, reliable information and follow-up from knowledgeable and competent staff.

- **Each customer** has the right to confidentiality of personnel files, records, materials and data.

- **Each customer** has the right to consistent and fair application of the Enabling Act and the Personnel Board’s Rules and Regulations.