

CUSTOMER SERVICE POLICY

The Lavaca County Central Appraisal District is committed to provide excellent customer service to all customers in a professional and efficient manner. In order to provide excellent customer service the district's staff understands:

A positive office environment builds and maintains a good working relationship with the public

Customer service is seen, heard and perceived by the public

Education and a well trained staff deliver the best customer service possible

Realizes that the way we do things is as important as what we do

Realizes responsible, dependable customer service leaves a lasting positive impression

That the district must operate as a team and that he/she has a vital role as a team member and to offer his/her assistance whenever needed