

## **Section 1.2: Customer Service and Grants Management**

Arizona state government is committed to ensuring that the highest level of service is provided to our customers. Agency staff provides timely and accurate information and assistance to its customers on the broad array of grant programs and other activities we support. In keeping with this philosophy, agency staff develop and maintain collegial and professional relationships with all customers (internal and external) and provide prompt, courteous, and well-informed responses to grant applicants and recipients; local, state, and federal agencies and organizations; Indian Tribes; members of the state legislature; and the general public.