



**Board Policy No. 261**  
Customer Relations

**SUBJECT CATEGORY:** SECTION 260,  
COMMUNICATIONS & TECHNOLOGY

**261: Customer Relations**

261.1 Employees are expected to be polite, courteous, prompt, and attentive to every customer. Never regard a customer's question or concern as an interruption or an annoyance. All employees must make every effort to achieve complete, accurate, and timely communications - responding promptly and courteously to all proper requests for information and to all complaints.

261.2 Employees may not place a telephone caller on hold for an extended period. Employees must direct incoming calls to the appropriate person and make sure the call is received. Through their conduct, employees must show a desire to assist the customer in obtaining the help he or she needs. If the employee is unable to help a person requesting assistance, the employee is expected to find someone who can.

261.3 All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates the District's commitment to those with whom we do business.

261.4 When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the on-duty Battalion Chief, Administrative Battalion Chief or Business Services Manager should be called immediately for assistance. Employees should never argue with a customer. If problems develop or if customers remain dissatisfied, employees must ask their supervisors to assist in a resolution.

Adopted: December 12, 2018

Clerk of the Board

Board President