

KA Treatment of Consumers

10/25/12

GSBA Reference: KA (Public Relations Goals and Objectives)

With respect to consumers or those applying to be consumers, the Cobb County Board of Education expects the Superintendent to establish the expectation that employees and approved volunteers will treat this group with dignity and respect and that contact with consumers reflects a "customer friendly" approach.

Further, without limiting the above, the Superintendent shall establish the following expectations:

A. FACILITIES AND EQUIPMENT:

1. Facilities are clean, safe and properly maintained.
2. Equipment, furnishings and technology are in working order.
3. Facilities signage is clear and visible as to the location of administrative offices and visitor parking.
4. Buses and other District vehicles should be clean and in safe working order.

B. COMMUNICATION:

1. Consumers should be clearly informed of matters relevant to their association with the Cobb County School District (District). District communications should be courteous and responsive.
2. Responses to telephonic requests should be made within 48 hours except for weekends and holidays.
3. Responses to electronic requests should be given in a timely manner.
4. All information collected, reviewed, stored or transmitted should be accomplished in a way that properly protects the privacy of the information.

Adopted: 5/9/07

Revised and re-coded: 10/25/12 (Previously coded as Board Policy SD-3)