

CUSTOMER SERVICE

Capistrano Unified School District (CUSD), like any other small or large organization existing to serve a constituency, is dedicated to providing quality customer service to its myriad internal and external clients. The school district is committed to working continually to identify the wants and needs of its various customers and determining how best those needs and expectations can be met.

The school district believes this approach is the right thing to do, since its very existence is financed through public tax dollars. It is also an important philosophy to practice as public schools work to continue and thrive in an increasingly competitive educational marketplace.

The CUSD Board of Trustees and school district employees, at all levels of the organization, play a vital role in providing quality customer service. Understanding the imperative for the school district as a whole, as well as its leaders, individual schools and departments, to foster and maintain quality relationships with the people it serves, the Board of Trustees shall uphold the following set of customer service standards, communicated to and followed by all individuals employed by the school district:

CUSD Board of Trustees and employees shall provide quality customer service by:

- Treating every person with dignity and respect.
- Demonstrating integrity through open and honest interactions with others.
- Communicating in a caring, knowledgeable and responsive manner.
- Working together to meet people's needs through the establishment of mutual trust and a sense of belonging.
- Presenting a professional image that communicates commitment, compassion and confidence.
- Being flexible and adaptive to change.

Employees of the school district shall be informed of these standards and employee performance evaluations shall reflect adherence to them.

The Board of Trustees shall provide leadership and direction across the school district in adherence to said standards. Adherence to such standards by individual employees shall take into consideration employee association negotiated contracts, school district policies, State Education Code regulations, and other such requirements mandated by agencies beyond the school district's domain.