



**Board Policy No. 421**  
**Customer Contact Policy**

**ADOPTED:** 06/00

**RECENT AMENDMENT:** 08/14

(Retyped)

**SEE ALSO:**

**SUBJECT CATEGORY:** SECTION 400, OPERATIONS

**SUBSECTION:** CUSTOMER SERVICE

**CONTROL DEPARTMENT:** CUSTOMER SERVICE

**I. PURPOSE**

With regard to Customer Contacts including complaints, reports to service problems, requests for information, or suggestions, it is the District's policy to:

- a. Establish and maintain a timely and responsive process to address customer needs;
- b. Establish and maintain a central process for all customer contacts, including those associated with Title VI/Environmental Justice considerations as outlined in Board Policy 518;
- c. Assure that all departments/divisions handling customer contacts work closely together by providing information to each other in a cooperative and timely manner;
- d. Assure that customers are provided with relevant information regarding their contact;
- e. Assure customer confidence in the District's complaint/request process; and
- f. Provide the District with a full and complete record of all customer contacts on a timely basis in order to reduce the number of contacts by addressing recurring problems relating to both service and personnel.