

GREEN highlights indicate content recommended by School Leadership

YELLOW highlights indicate content relocated within the Policy

ORANGE highlights indicate content recommended by ParkerPoe

TAN highlights indicate conforming/editorial changes



BOARD OF EDUCATION POLICY

KA Treatment of ~~Consumers~~ Stakeholders

~~10/25/12~~ **x/x/25**

GSBA Reference: KA (Public Relations Goals and Objectives)

With respect to ~~consumers or those applying to be consumers~~ **stakeholders of the Cobb County School District (District)**, 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~~ **stakeholders** 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~~ **Stakeholders** 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 **and electronic** requests should be made within ~~48 hours except for weekends and holidays~~ **two business days**.
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, **as permitted by state and federal law**.

Adopted: 5/9/07

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

Revised: x/x/25