

**Partnership for Children of Cumberland County, Inc.**  
**Human Resources Policies and Procedures**

**Employment Information – Rules of Conduct**  
**Section 519 – Customer Relations**

**1. General Information**

- a. Children and families are among the organization's most valuable assets. Every employee represents the Partnership for Children of Cumberland County, Inc. (PFC) to the public.
- b. The way employees do their jobs presents an image of the entire organization.
- c. The public judges all by how they are treated with each employee contact.
- d. Positive relations not only enhance the public's perception or image of PFC, but also result in quality services for the children and families of Cumberland County.
- e. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention provided.
- f. Personal contact with the public, manners on the telephone, and the communications sent are a reflection not only of the employees, but also of the professionalism of PFC.

**2. Policies**

- a. Customers (non-employee) who wish to lodge specific comments or complaints about PFC in general should be directed to the President for appropriate action.
- b. Customers (non-employee) who wish to lodge specific comments or complaints about a staff member or a program should be directed to the department director for appropriate action.