

## IDYLLWILD FIRE PROTECTION DISTRICT

**POLICY TITLE: Customer Relations**

**POLICY NUMBER: 2016**

**2016.1** Employees are expected to be polite, courteous, prompt, and attentive to every customer. Never regard a customer's question or concern as an interruption or an annoyance. All employees must make every effort to achieve complete, accurate, and timely communications - responding promptly and courteously to all proper requests for information and to all complaints.

**2016.2** Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a person requesting assistance, find someone who can.

**2016.3** All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

**2016.4** When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the Fire Chief or his/her designee should be called immediately for assistance. Employees should never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor to assist in a resolution.

Original Approval Date: 10/08/2013

Reviewed: 03/23/2021

Reviewed: 03/26/2024

March 18, 2026  
Reviewed and Adopted

  
Clerk of the Board