



Human Resource Policy Manual

Subject: Management Policies

HR Policy: 130

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Revision:

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Page 1 of 1

Board of Directors Approval:

06/30/08

Policy Council Approval:

09/10/08

HS/EHS Policy Council Approval:

MANAGEMENT POLICIES

Relations Policy

Policy Statement:

It is the policy of Texas Migrant Council, Inc., to provide members of the public with the best possible service. Employees are to treat members of the public in a courteous, respectful manner, give proper attention and respect and support the organization's best interest at all times. Never regard a client's questions or concerns as an interruption or annoyance; their needs are the reason we are here. Client inquiries, whether by telephone or in person, must be addressed promptly and professionally at all times. If a problem develops or if a client remains dissatisfied, ask your supervisor or a member of management to intervene. Through your conduct, show your desire to assist the client in obtaining the help he or she needs. If you are unable to help, find someone who can. support the organization's best interest at all times.