

The GPISD Promise:

No More Than 24!

EVERYONE is our customer.

- *We will treat every person with courtesy and respect.*
- *We will maintain confidentiality and privacy.*
- *We will communicate from a positive perspective.*

EVERYONE will respond in a timely manner.

- *We will respond to phone calls, notes, and emails at our first opportunity within 24 hours.*
- *We will check our mailboxes, including email, at the beginning of the day and the end of the day.*
- *If we are not able to answer the question within this timeframe, we will still acknowledge the message to say that more time is needed to complete the answer or request.*

EVERYONE will assist or direct visitors to the appropriate location.

- *We will wear identification badges at all times.*
- *We will locate a bilingual staff member to assist as needed.*
- *We will provide a welcoming atmosphere for all visitors.*

